**MINA**

[**MINA.362375@2freemail.com**](mailto:MINA.362375@2freemail.com)

**PROFESSIONAL SUMMARY**

* Experienced **Customer Service** Representative with a demonstrated history of working in **telecommunications** & **restaurants** industry. Skilled in Negotiation, Trainer Skills, Microsoft Products, **Sales**, **Computer** Literacy, Customer Satisfaction and internet services. Strong Customer Care Specialist with a Bachelor Degree focused in Faculty of Tourism and Hotels Management from Helwan University, Egypt.

**SKILLS**

* **Customer and Personal Service**
* **Computer and Electronics**
* Negotiation
* Communication and Media
* **Sales and Marketing**
* Installation
* **Food Productions**
* Coordination
* Speaking
* **English Language**
* Time Management
* **Telecommunications**
* Training
* Troubleshooting
* Microsoft Office Till 2016 Pro Plus
* Service Orientation
* Social Perceptiveness
* Presentation Skills
* Team Work
* **Business Etiquette**
* **Complaints Handling**
* **Customer Satisfaction**
* Internet Services
* Positive Attitude
* Adobe Photoshop Cs 6

**EXPERIENCE**

**Customer Care Specialist**  Nov 2015 – Present

***Al-Kharafi Global Trade. & Cont. co***, Kuwait City, **KUWAIT** (Restaurants)

* Handling any problems related to delivery orders and follow up with all restaurants branches. Place orders on system via phone.
* Followup and take care of online orders made by customers using mobile application or our partner’s websites on system.
* Prepare agents performance and sales report after extract information from system tools.
* Enter claims payments, reserves, and new claims on the computer system.
* Make customer satisfaction survey and send the feedback via the system to operation manager.
* Verify and analyze data used in settling claims to ensure that claims are valid and that settlements made according to company practices and procedures.

**Customer Service Specialist** May 2013 – Oct 2015

***Orange Egypt***, Giza, **EGYPT** (Telecommunication Industry)

* Started as a call center agent to handle postpaid customers.
* Handle postpaid lines in adding or deleting any service, Migrate between different tariffs on postpaid lines taking actions using system applications.
* Follow handling rules and next step action.
* Answer questions & receiving complaints from customers related to their postpaid lines.
* After 8 months promoted to be “Postpaid Assist”
* Assist member receives calls from call center agents via internal haunt using Avaya communicator helping agents in any inquiries related to products & services.
* Also, guide agent to the place of information at the end of the call on intranet and teach him how to search on intranet.
* Assist member should take the call from the agent if the customer asked him to transfer the call to a higher level in call center, So assist member handles angry customers acting like a Team Leader, If customer still angry assist member should inform him that a supervisor will call him after 1 hour then send E-mail with problem details to the team leader in charge of the shift then Team Leader will call the customer after 1 hour acting like Supervisor
* Joining Postpaid Training Team added many effective Skills to me.
* Held sessions to teach call center agents new products and services in telecommunications.
* Teaches new hires how to use system tools & handling rules and process

**Indoor Sales**, August 2011 ـــ Mar 2013

***Four Seasons for Marketing*,** Cairo, **EGYPT** (Hotels and Resorts)

* Meet with clients inside the company then start to make a warm up process to break psychological barrier for 15 minutes before start the presentation and selling process.
* Selling time-share system added many skills to me because timeshare system is a difficult product to be sold like life insurance.
* Tourism and International Hotels Knowledge.
* Prepare and produce attractive videos of resorts, which show luxury life and make client watch it during presentation which affects his/her opinion (Eye Temptation)
* Manage Facebook Page of the company, using social media to attract new clients.

**Receptionist**, Jun 2010 – May 2011

***Four Seasons Nile Plaza Hotel***, Cairo, **EYGPT**

* Arabic & English receptionist.
* Operate telephone switchboard to answer, screen, or forward calls, providing information, taking messages, or scheduling appointments.
* Greet persons entering, determine the purpose of visit, and direct them to specific destinations.
* Receive payments and record receipts for services.
* Hear and resolve complaints from guests.
* Make reservations indoor or via telephone.
* Confirm reservation via telephone.

**EDUCATION**

* **Bachelor** of **Tourism and Hotels Management**, Tourism Studies Department Jul 2012.
* Faculty of Tourism and Hotels Management, **Helwan University** in **EGYPT**.
* General estimate: **Very Good**

**Related Courses**

**Comprehensive Tourism Training at RED SEA Tours EGYPT**

* Egyptian history.
* Geography of Egypt.
* Product knowledge.
* How to make exciting programs.
* Planning itineraries and products to meet with clients' requirements.
* Quotation preparation.
* Business etiquette.
* Travel trends (changes in the travel industry & where we are heading)
* Preparation of C.V. & successful interviewing.

**Berlitz English**

### (Semester 1) August 2011.

### [Microsoft Certified Solutions Associate](https://www.microsoft.com/en-gb/learning/mcsa-certification.aspx) {MCSA}

### In progress

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**LANGUAGE**

* **Arabic:** Mother Tongue
* **English:** Very Good
* **French:** Adequate in Spoken Language

**PERSONAL INFORMATION**

* **Date of Birth:** 27 Nov 1990 in Cairo, **EGYPT**
* **Marital Status:** Single
* **Military Status:** Exempted Final

**Reference**

* References available upon request.