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| **Sylvia**  [**Sylvia.365506@2freemail.com**](mailto:Sylvia.365506@2freemail.com) | | |
| **Objective** | |  | | --- | | Seeking a challenging position where my prior knowledge in business and customer service can be developed and fully utilized | | |
|  | **Orange**  **Executive assistant to the chairman**   * Essential Duties & Responsibilities: To perform this job successfully, an individual must be able to perform each of the essential duties satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. * Manage multiple projects as assigned by the Chairman related to diverse lines of business, community, and personal interests with inter-related activities and relationships. * Coordinates calendar, travel, meeting, and schedule arrangements for the Chairman, staff, business partners, and customers. Includes initiating contact and securing appointments, equipment, and facilities as appropriate. * Works closely with other team members to assure the Chairman’s preparation for meetings, presentations or other engagements. * Administrative and functional activities include but are not limited to:   - Taking phone calls  - maintaining personal and business files  - Corporate record keeping for multiple entities  - supporting marketing and strategic planning activities  - note taking & creating documentation  - Filing, storage & retrieval of business and personal activities.  - Handles financial and accounting matters for the chairman with confidentiality. - - Prepares and sends business and private correspondence  - Coordinates operations of Chairman’s office including  - Reception  - Document preparation & control  - Internal communications o general office maintenance to improve costs and effectiveness.  - Carries out responsibilities with professionalism, respect for others, in accordance with the organization’s policies and applicable laws  - Any other duties as assigned.  **Orange**  **Customer Services Back Office Associate**   * Customer Service (Consumer Postpaid & Enterprise Segment) * Handled all cases transferred from the customers interface departments. * Coordinated with other concerned departments to ensure timely customers complaints resolution. * Provided best possible service to both external and internal customers to achieve highest level of customer satisfaction. * Applied all the available tools in hand to save the customers from churning. * Provided appropriate compensation to cases receives as per the company’s policies and procedures. * Maintained a high save rate as per the regulations received from the commercial team. * Analyzed the key issues for churn and addresses them to upper management. * Coordinated with all concerned departments to ensure effective handling for customer’s complaints, termination and porting-out requests. * Escalated problems and report suspected fraud and provides relevant provides relevant feedback to the right channels. * Suggested new ideas generated from the work-flow. * Informed customers with case progression by following the contact intervals process. * Informed the customers when cases are closed through one of the available tools (Calls, SMSs, VRSs,). * Communicated with Customer Service sub-divisions to answer all relevant customer inquiries (Credit, Customer Support and Activation, Marketing etc.). * Respected and applied company vision, mission and values. * Used available methods and tools to develop own skills. * Keep up-to-date with all the services and products provided by Mobinil. * Resolved all customer complaints, requests, termination, MNP, new line activation inquiries within the pre-determined SLAs   **Orange**  **First Class customer service Senior Specialist**   * Handled all incoming/outgoing calls of the call center. * Provided follow up, occasional campaigns and call backs blended with normal inbound calls. * Provided best possible service to both external and internal customers to achieve highest level of customer satisfaction. * Handled and solve all inquiries, requests and complaints received via all channels available (phone, fax, e-mail and …etc.) * Communicated with other Customer Service sub-divisions to answer all relevant customer inquiries (e.g. Credit, Customer Support and Activation, Outbound & Save Initiatives…etc). * Communicated with other departments all relevant customer inquiries if applicable. * Achieved the requested staffed time on a daily basis to minimize lost call rate. * Provided proper information to customers with complete and comprehensive understanding of Mobinil products and services. * Fully understand and adhere to company policies and procedures that generate personal and professional credibility and trust. * Respected and apply company vision, mission and values. * Fully understood both individual and company objectives, and work on achieving them effectively and efficiently.   **Orange**  **Call Center Specialist**   * Answered phones and respond to customer requests.  Provided customers with products and services information. * Transferred customer calls to appropriate staff.  Follow-up on customer inquiries not immediately resolved. * Up sell products and services. * Researched billing issues. * Researched misapplied payments.  Identified, research, and resolve customer issues using the computer system.   **Chambre de commerce et d’industrie de Paris :**  • -Certifiat de français du tourisme et de l’hotellerie.  • -Certificat de français du tourisme et de l’hotellerie (option guide )  **Alliance française ( diplome de langue française).**  **B.Sc., Helwan University – Egypt**  - Faculty of Arts – French section.  **Sacred Heart Schools – Ghamra – Egypt**  -General Certificate of Secondary Education – Science  Grade: 94.5%  Microsoft office (Word – Excel - Power point – Outlook)  Excellent use of office machines (Fax, Photocopier, etc)  Arabic – Mother Tongue  English – Fluent  French – Fluent (DELF B1)  Traveling, reading, swimming, listening to music, and social activities.  Date of Birth: 14th of May, 1985  Nationality: Egyptian  Gender: Female | May, 2016  Sep,2016  Oct,10 - May,16  Mar,09 – Oct,10  July,07 – Feb,09  2005-2007  2007  2002-2007  1990-2002 |
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