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**About Me**

I have got around 4 years’ experience in helping and serving customers and I am seeking a position from which I can upgrade my skills in order to help customers and company achieve Customer Happiness.

I enjoy farming, reading, watching movies, sports, cooking and staying up to-date with new technologies and gadgets.

**Contact Me**

 Egyptian

 1992

 Exempted

**SHERIF**

**SHERIF.373154@2freemail.com**

**Work Experience**

**Operations Manager [April 2017 – September 2017]
Selfie Stores, Alexandria**

* Responsible for daily billing transactions.
* Improving book keeping using excel.
* Helping customers’ sales and inquiries whether face to face or through calls.
* Inventory Management and control.
* Stock Replenishment.
* Reporting to general manager.

**Customer Service Representative [Jan 2014 – March 2017]
TE-DATA, Alexandria**

* Achieving yearly targets in terms of sales and new accounts.
* Helping fellow colleagues in their tasks.
* Developed new ways to summarize daily reports using excel which lead to organizing the work in the upper levels.
* Helping current customers and respond to inquiries/complaints via phone calls / e-mails / website / customers visits efficiently and effectively.
* Coordinating with billing involved departments to finalize the customer’s payment on system.
* Maintaining good customers' relationship to ensure business growth and continuity.
* Having an intimate knowledge of the customer’s needs.
* Following up with customers to ensure efficient service.
* Upselling TEData’s products and services to current and new customers.
* Consistently responding to any new tasks.
* Responsible for my own daily cashier report and for the branch’s vault.

**Social Media Officer [August 2013 – December 2013]
Benefit Marketing Consultancy, Alexandria**

* Achieving targets whether customers’ sales or views on social media, specially Facebook.
* Integrating Hootsuite Insights through reports to customers.
* Designing presentations to customers using prezi instead of power-point to improve visual effects.
* Responding to customer’s support requests.

**Skills and Attitude**

* Customer Service and Communication Skills
* Time Management
* Numeracy
* Team Player
* Devoted hard worker
* Able and motivated to learn
* Able to work under pressure
* Optimistic
* Problem Solving

**Education and Qualifications**

**Alexandria University, BSc. Management Information System [2009 – 2013]**

* Course covers a broad range of subjects including databases, programming, ERPs, accounting, economics and management.
* Grade: Good

**“Q.L.S” El-Quds Language School [1996 – 2009]**

* Arabic: Native
* English: Excellent