

**OBJECTIVE**

Dedicated and Hardworking professional with proven abilities in Customer Service. Quick learner, ability to interact with cross-functional departments, with high degree of professionalism, discretion and problem resolution capabilities. Team-player, critical thinker, effective planner, along with excellent communication, and interpersonal skills.

**PERSONAL DETAILS**

**D.O.B**.: 7th Aug 1989

**Sex**: Female

**Marital Status**: Single

**Passport Details**

**Nationality**: Egyptian

**LANGUAGES**

Arabic Native

English Fluent

**IT SKILLS**

MS Word, Excel, PowerPoint, Access, Publisher, Outlook, MS Windows, Opera system, Maximo.

**Nahed**

United Arab Emirates – Dubai Shekh Zayed Rd.

Email : Nahed-394997@2freemail.com

**EDUCATION**

**Bachelor degree**

2009-2013 **Faculty of Engineering Civil Engineering-Alexandria, Egypt**

**High Diploma Degree**

2013-2016 **Projects Management Faculty of Engineering-Alexandria**

**WORK EXPERIENCE**

**( March 2019 – October 2019 )**

**Customer Service Representative – Du Account UAE- Egypt**

* Obtains client information by answering telephone calls; verifying info.
* Informs clients by explaining procedures; answering questions.
* Provide information and guidance (if a general customer inquiry) in ord er to resolve customer
* Maintains and improves quality results by adhering to standards and gui delines; recommending improved procedures.
* Identify and escalate priority issues
* Route calls to appropriate resource

**( August 2015 - February 2019 )**

**Flight Attendant - Jeddah** – **Saudi Arabia**

* Welcoming passengers on board and directing them to their seats.
* Carrying out preflight duties including checking the safety equipment, e nsuring the aircraft is clean and tidy, ensuring that information in the sea t pockets is up to date and that all meals and stock are on board.
* Reassuring passengers and ensuring that they follow safety procedures correctly in emergency situations.

**( April 2014 - January 2015 )**

**Sales Representative – Egypt, Alexandria**

* Achieving personal sales target, and showrooms target as well.
* Replacing the sold items with new products from stock
* Follow up with customers to provide their needs
* Performing daily physical check
* Applying the visual merchandising guidelines
* Providing a high standard customer services
* Applying after-sales services (exchange & return policy)

**(July 2013 – April 2014)**

**Assistant Teaching at Faculty of Engineering**

* Mandatory assistant teacher Surveyor department.