

Dina Youssef Sherif

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Experience

Vodafone

Oct 2022 -

Fulfillment Operations Coordinator

- Serve as the primary point of contact between Vodafone and courier service providers.
- Oversee end-to-end delivery operations for SIM cards and devices, ensuring timely and accurate fulfillment.
- Manage the activation of SIM cards, ensuring accurate and timely service provisioning for new customers.
- Track and analyze delivery performance, proactively resolving any logistical issues.
- Address and resolve customer complaints related to delivery, maintaining high satisfaction levels.
- Collaborate cross-functionally with internal teams and courier partners to streamline and enhance the delivery process.

Instapay

Mar 2022 - Oct 2022

Application Specialist

Vodafone

Feb 2021 - May 2021

Agile Automation Support (Loan)

- Supported the Automation Squad by conducting functional testing for ADSL product automation projects.
- Collaborated with business and operations teams to gather requirements and objectives.
- Validated that automation scripts and robots performed expected tasks accurately and delivered the correct outcomes.

Vodafone

Jul 2017 - Feb 2022

Technical Support Representative

Orange

May 2014 - Jul 2017

Customer Service Representatives



Ernst & Young

Apr 2011 - Apr 2013

Auditor

- Conducted financial audits for clients including Emmar Misr, United Gas Derivatives Company (UGDC), Medco Plast Company (MPC), Azadea Group, Amer Group, ElGazeera Company, and Transworld Company.



Education



Faculty Of Commerce-English Section-Ain Shams University

Accounting



Skills



- Operational Coordination • Customer Experience • People Management • Technical Support • Process Improvement • Communication & Teamwork • Strategic Thinking • Detail-Oriented