

Yasmine Safwat

Gardenia City,
Cairo, Egypt.

Mobile: +20 12 0030 1883
E-mail: safwatyasmine@gmail.com

Education:

- Collège de La Mère De Dieu (2003).
- Bachelor of Arts French literature (2007) Alexandria University.

Languages:

- English : Fluent
- French : Fluent
- Arabic : Native

Working Experience:

North Africa Customer Service Export Supervisor – Bericap Egypt.

May 2022 – Present

Duties include:

- Study the market in the targeted country and segmentation.
- Identify new markets for exports and developing new business accounts.
- Analyze customer requirements to offer appropriate business proposals and sales strategies.
- Strengthen relationships with existing customers to reach sales targets and increase profitability.
- Responsible for negotiating the sales terms and achieving sales target and company KPIs.
- Manage day to day operation (provide quotation, process new orders).
- Coordinating with internal teams to ensure smooth workflow and delivery.
- Plan and review budgets for product ranges.
- Meet with clients here or overseas.
- Manage administration, such as orders, contracts and export documents.
- Troubleshooting to sort out any problems with the exports.

Customer Services Officer – British Council

June 2016 to November 2020

Duties include:

- Promote the sales of Examinations products including Examination based courses, with a primary focus on IELTS.
- Serve as the primary point of contact to customers regarding the IELTS range of products, including the test, briefings, preparation courses, and digital learning content. Developing integration between the Teaching Centre and Examination offering for IELTS.
- Act as Front Line Duty Officer (FLDO) for customer service issues, complaints' management and during incidents on daily rotational basis with other Customer services Officers. Ensures full coordination with other Duty Officers (TC), and premises manager.
- Ensure that all customers are contacted, or messages left to agreed deadlines with information passed back to Customer Care Manager, IELTS Product Manager and Teaching Centre Manager.
- Acts as a trainer for Customer Services Assistant in all fields of Customer Service, corporate induction, and product knowledge.
- Registration & Finance Registration:
- Carry out all professional exams / IELTS and Teaching Centre registrations through the Online Registration System (ORS) to facilitate customers' registration.
- Ensure that Customer Services Assistants have the appropriate level of access to the ORS system to enable them to perform their tasks.
- Ensure accuracy of IELTS applications.
- All customer data is registered accurately and to agreed deadlines and confidentiality is maintained.
- Finance:
- Assure accurate income collection, issuance of receipts and reporting of revenue on FABS to corporate finance procedures.
- Receive cash collected by CSA daily, counted and sealed in full compliance with Alex cash handling procedures. Moreover, reconciling end of day reports through the financial system (SAP).
- Handing over cash to Speed Service within 24 hours and assure that end of day closing meets all Finance and Alex Cash Handling Procedures.
- Management and Administration Support

- Provide ongoing IELTS advisory services performance reports and dashboards to Customer Services Manager, IELTS Product Manager, and Teaching Centre Manager.
- Coordinate all necessary IELTS-specific training and briefings with the Teaching Centre and Examination business units, as well as Customer Services (front and back offices).
- In collaboration with the Teaching Centre, Examinations and Marketing teams, ensure all customer-facing reference materials are continually updated with any relevant change
- In collaboration with the marketing team and the IELTS team, maintain a database on customers' targets scores and their engagement with British Council's products and services in their efforts to attain those targets.

Deputation in the Philippines as Account Manager - Sutherland global service

June 2013 till November 2013

Duties include:

- Handling client interaction on weekly calibration calls.
- Ensuring highest levels of integrity and security for both client and internal data as prescribed...
- Leading and managing the Subject Matter Experts team through a specified development plan to prepare them for the next level of their career growth.
- Responsible of the site's sales performance and the daily interactions/read out with the client.
- Developing/coaching the bottom quartile representatives through focused training to increase the customer satisfaction "NPS".
- Training / coaching fresh hires to better their knowledge before they hit the production floor.
- Create a handover that includes the performance of the trainees to the operation's team, to ensure a smooth transition between step training/integration and production.

Team Manager – Sutherland Global Services

March 2011 till May 2013

Duties include:

- Provides continuing education for agents in operations on various products and campaigns.
- Implementation of innovative methods to ensure the understanding and control of matter.
- Evaluate the learning of new agents.
- Coach new agents on how to reach their targets.
- Weekly meeting with the management team discussing the performance of the team and the outliers.
- Action plan for the week depending on the team's performance.
- Developing individuals through weekly meeting to get the best outcome out of each representative.

Initiatives:

- Cooperate with HR by interviewing candidates to ensure hiring the best employee.
- Creating motivation plans to increase the positive moral of the employees.
- Take in charge newly promoted Team Managers by creating a transition plan to help them understand their new roles and responsibilities.

Subject Matter Expert – Sutherland Global Services

Oct 2010 – Feb 2011

Duties include:

- Supporting assigned team for inquiries
- Handling Customer Escalations
- Handling team daily action requests
- conducting sales and product knowledge huddles
- Sales Validation
- Complete Tasks delegated by Team Manager

Customer Service Representative – Xceed Contact Center

Oct 2008 – Oct 2010.

Computer Skills:

- MS- Word
- MS-Excel
- MS-PowerPoint
- MS-Outlook
- SAP

CERTIFICATIONS:

- Managers Academy at Sutherland Global services.
- Lead 100 for Team Leaders at Sutherland Global services.
- Starting Professional Certificate at AUC.

PROFESSIONAL QUALIFICATIONS:

- Training Skills Management / effective coaching.
- Leadership Skills.
- Communication skills.

Personal Data:

- Marital status: Single
- Nationality: Egyptian
- Date of birth: 20th of December 1985

Soft Skills:

Excellent Communication Skills, Leadership skills, Management skills, Teamwork player, Negotiation Skills, Time Management, and Customer Service oriented.

Activities and hobbies:

Sports, Traveling, Meditating, Shopping, Dogs.

References:

To be furnished upon request