



Nermeen Sameh Gaber

Looking to work as a Senior customer service, Operation or Public relations Specialist

EDUCATION

Bachelor degree: (2011-2012) graduated from faculty of commerce - Accounting department – Grade “Good”

EXPERINCE

-Senior Customer service & Operation at Pro Leaders KSA-Training Institute, Alexandria, from (09/2020) – (till now)

- Handle customer inquiries.
- Issuance of student certificates at the institute.
- Manage and resolve customer complaints.
- Identify and escalate priority issues.
- Answer calls and respond to emails.
- Follow up on customer problems in the sales and social media department.
- Work on evaluating instructors in branches and online courses.
- Monitor the absence and attendance of online instructors.
- Receiving customers feedback and comments.

**-Secretary at Egy Tronic company
(For several months/2019)**

Worked as a secretary: Answer calls of clients or companies and respond to emails.

- Senior Sales at Mubasher Investment and Real Estate development from (2017) to (2018)

Worked in the sales and public relations department.

-Sales then Senior Sales at Four Ferrets travel and tourism from (2015) to (2017)

Worked as a sales and marketing Persson.

SKILLS

- Language skills: Good in English.
- Time management skills.
- Leadership management.
- Problem-Solving skills
- Good knowledge of the Internet and MOS (Word, Excel, Power Point, Outlook) .
- Good user to Oracle & ERP System including “Customer Service - Operation”.
- Ability to work under pressure.
- Good communication skills.
- Social media management skills.

PERSONAL INFORMATION:

- PHONE: 01150228403
- EMAIL:
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- ADDRESS:
10 ST. El-Hussein bin Ali – Miami
- Date of birth: 23/07/1991
- Nationality: Egyptian

HOBBIES

- Reading
- Photography
- Painting
- Listening music
- Sports
- Cooking

COURSES AND CERTIFICATES

- English course (18 level)
- Accounting diploma (master degree)