

Sohaila Talaat

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Personal information:

Date of Birth: 6/9/1999
Nationality: Egyptian.
Marital Status: Single.

Personal Skills:

- Hard working individual and working under pressure.
- Fast in understanding and applying any new systems.
- Excellent communication skills and self oriented.
- Strong leadership skills and team work spirit.
- Ability to work with people from different cultures and backgrounds.
- Flexible, able to change quickly and ambitious.
- Staff appraisals
- Success controlling
- Disturbance handling
- Staff motivation

Summary:

Knowledgeable Talented executive leader with vast experience overseeing whole work cycle of operations from initial concept to execution. Proven success in aligning operations with business objectives to achieve consistent company growth. Resourceful team player with excellent communication skills. driven to optimise methods and mindsets to exceed objectives.

Education:

- B.Sc. of Arabic language June 2023, Al Azhar university

☒ Language skills:

- good reading, and speaking English.

☒ Computer skills:

- Very Good command using Microsoft Office and the Internet.

☒ Experience:

From Jan 2021 until Jul 2023

Operations manager (Aqua Technology International)

- Closely monitored operations, ensuring all company processes and actions stay in compliance with company laws.
- Devised and implemented transformation strategies, building best practice policies and procedures for improved business efficiency.
- Collaborated and worked closely with directors to coordinate daily activities, establish priorities and assign tasks.
- Encouraged improved inter-department communication and collaboration, aiding smooth, timely project delivery.

- Stepped in and took charge of all operations when directors were unavailable, usually at short notice.
- Developed strong risk management processes, learning from previous errors and eliminating future issues.
- Completed all tasks as instructed by directors to excellent standards and within specified timeframes.
- Used excellent strategic planning, forecasting and strategy development skills to create successful company growth plans.
- Managed staffing responsibilities, including hiring, onboarding, training, disciplinaries, appraisals and firing.

From Jan 2020 until Des 2020

Call Centre Manager (Aqua Technology International)

- Managed development of multi-channel solutions including phone, web chat, social media and CRM functionality, enhancing customer experience.
- Conducted training on customer service processes for team members, reinforcing key learning criteria through day-to-day interactions.
- Motivated and promoted team employees from within for key leadership roles.
- Managed team members during operations, providing support and guidance as needed to maintain effective performance.
- Established strong and successful policies for employee actions and customer interactions.
- Researched opportunities and resources to provide customers more information of products and services.
- Demonstrated courtesy, respect and patience in dealing with customers to comply with company policies and procedures.
- Accurately recorded calls, client information and sales data on CRM systems for future marketing and sales purposes.
- Stayed up to date on product specifications, prices and range details by reading product manuals.
- Engaged in ongoing training to broaden knowledge, acquire more skills and improve performance.
- Created weekly and monthly reports to analyse growth and determine sales required to achieve desired goals.
- Examined complex issues to determine importance and urgency and escalated calls to manager.
- Addressed complex customer complaints calmly and professionally, providing valuable solutions to maintain customer loyalty.

From Jul 2019 until Des 2019

Executive secretary (Aqua Technology International)

- Sat in on meetings, hearings and conferences to document activities.
- Used technical and detailed information to prepare comprehensive reports.
- Helped staff with special projects by setting up schedules and organising resources.
- Trained and mentored junior administrative team members in procedures.
- Oversaw large team of clerical staff and set clear tasks and work objectives.
- Assisted associated departments with clerical and administrative support.
- Identifying errors and treating them .
- Follow up on all departments as they complete their work correctly and on time

From Sep 2018 until June 2020

Sales and Agent Call Center (Aqua Technology International)

- Performed product demonstrations, presentations and explanations to deliver excellent customer service.
- Helped customers make purchase decisions by highlighting features, communicating functions and recommending products best suited to their needs.
- Ensured customer retention by providing proactive, helpful, attentive and friendly service.
- Created daily sales reports at day-end for manager review.
- Answered shop calls, dealing with product queries and after-sales support.
- Directed customers in store, providing information, specifications and pricing details.
- Showcased product features and benefits to drive sales.
- Received, processed and organised deliveries within tight deadlines.
- Addressed and resolved complex customer complaints to restore satisfaction and support customer loyalty.
- Proactively called repeat customers, updating them on latest offers, discounts or new products.

From Jan 2015 until Aug 2018

Small business owner from home (I handmade and crocheted accessories) .

- Assessed and accurately priced products, creating based on market trends, development costs and target markets.
- Delivered innovative marketing campaigns through email newsletters, mailings and social media.

☒ **Extra activities:**

- Hand Made Crochet and accessories, reading , Yoga , Horse riding ,Listening to music and Watching TV.

Document shall be delivered upon request