

Nada Mohamed Ahmed Ahmed

Office manager professional

Customer service professional

Seeking a job opportunity with a rewarding position where I can utilize my skills and which I can insure a successful career in an interactive environment allowing a good opportunity for growth and increasing my experience.

Training & Courses:

- Name: Training & Human development.
- Institute: Ain Shams University.
- Date: Jul. 13 & Aug. 13

-
- Name: ICDL.
 - Institute: Ain Shams University.
 - Date: Jul. 13 & Aug. 13

-
- Name: English language course
 - Level: Attend to level 8
 - Institute: Harvest British College.
 - Date: Aug. 15 & Feb. 16
-

Contact Details:

Address:

Hadaiq al-Qubbah, Cairo, Egypt.

Mobile:

(+20) (+2) 010 97283972

Email:

Nada_ahmed79619@yahoo.com



Professional Experience:

- **Position:** Customer Service / Receptionist
- **Place:** Shiny White
- **Period:** Jan. 17 – Oct. 17
- **Industry:** Dental Clinics
- **Job tasks & Responsibilities:**

- Welcoming, Greeting and serving all patients as they arrive
- Providing the patients with all practical support and information's they need. (Quotation list, or any other requirements)
- Create, establish and manage internal clinic protocols and procedures to ensure dental clinic efficiency.
- Building rapport with patients by displaying an engaging, kind, and helpful attitude.
- Performing data entry into system and database.





- **Position:** Office Manager
 - **Place:** Empire Import & Export
 - **Period:** Mar. 16 – Nov. 2016
 - **Industry:** Import & Export
 - **Job tasks & Responsibility**
-
- Co-ordinate office staff activities to ensure maximum efficiency
 - Handle customer inquiries and complaints
 - Design and implement filing systems
 - Ensure filing systems are maintained and current
 - Ensure security, integrity and confidentiality of data
 - Analyze and monitor internal processes
 - Prepare operational reports and schedules to ensure efficiency
 - Co-ordinate schedules, appointments and bookings



-
- **Position:** Customer Service Representative
 - **Place:** Wasla Outsourcing
 - **Period:** Oct. 15 – Feb. 16
 - **Industry:** Telecommunication
 - **Projects:** 888
 - **Job tasks & Responsibility**
-
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
 - Professional experience in Oracle Siebel or other CRM software
 - Communicate clearly and effectively with Customers.
 - Provide quality customer service on every call.
 - Maintains and improves quality results.
 - Effectively manage large amounts of incoming calls.
 - Identify and assess customers' needs to achieve satisfaction.
 - Meet personal/team calls targets and call handling quotas.
 - Provide accurate, valid and complete information by using the right methods/tools.
 - Build sustainable relationships of trust through open and interactive communication.



- **Position:** Customer Service Representative
- **Place:** Vodafone ECCO Outsourcing
- **Period:** Mar. 14 – Sep.15
- **Industry:** Telecommunication
- **Projects:** 888 – ADSL – AMER Group



▪ **Job tasks & Responsibilities**

- ✓ Effectively manage large amounts of incoming calls.
- ✓ Identify and assess customers' needs to achieve satisfaction.
- ✓ Meet personal/team calls targets and call handling quotas.
- ✓ Provide accurate, valid and complete information by using the right methods/tools.
- ✓ Build sustainable relationships of trust through open and interactive communication.
- ✓ Take the extra mile to engage customers.
- ✓ Follow communication procedures, guidelines and policies.
- ✓ Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- ✓ Communicate clearly and effectively with Customers.
- ✓ Provide quality customer service on every call.

▪ **Professional Skills**

- Professional experience in **Oracle Siebel** or other CRM software
- Proven customer support experience.
- Ability to Listen Closely to Customers.
- Strong phone contact handling skills and active listening.
- Customer orientation and ability to adapt/respond to different types of characters.
- Clear Verbal Communication.



- **Provisional Skills**

- Good interpersonal skills
 - Organizational skills
 - Communication skills
 - Problem solving skills
-

Self-Study:

- i. Soft skills.
- ii. Business Writing.
- iii. Customer Service Fundamentals.
- iv. After Sale Service.

Education:

- **University:** Bachelor degree in Arts, Faculty of Arts, Ain Shams University.
- **Date:** 2013
- **Grade:** Good.

Skills:

1- Language skills:

- Arabic: Mother tongue.
- English: Good.

2- Computer skills:

- Very good command of computer.
- Microsoft office (Word, Outlook, Excel).
- Internet research.

References Furnished Upon Request