**Yasmin Mohsen Hamed**

**26th Fakhry Rostom,Tersa,Haram,Giza**

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**CAREER OBJECTIVE**

Seeking a challenging career to work in my dream job has to do with my field` of business administration

**Work experience**

**Premium card (Sales Operation Specialist)** (Jan 2020 – Till now)

Job duties and responsibilities

* Responsible for supervising sales operations and tools from the CRM.
* Responsible for the customer care operations.
* Work with operations managers and other personnel to help keep businesses running smoothly.
* Follow up on internal tasks.
* Develop and follow up on work flow and sales cycle.
* Ensure all Company’s policies and procedures are met.
* Resolve customer issues, follow-up on client’s requests, and inspecting on the customer service at the Company.
* Follow-up on the Company’s system (CRM) and ensure all data is entered and accurately presented on the Company’s website.
* Work directly to all managers.
* also help train employees. Throughout their work, they may be able to provide upper management with insights to further increase productivity.

**Orange (call center representative)** (Des 2018 – Jun 2019)

**EGBANK (call center representative)**  (Jul 2019 – Des 2019)

Job duties and responsibilities

* Manage large amounts of inbound and outbound calls in a timely manner
* Follow communication “scripts” when handling different topics
* Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives
* Seize opportunities to upsell products when they arise
* Build sustainable relationships and engage customers by taking the extra mile
* Keep records of all conversations in our call center database in a comprehensible way
* Frequently attend educational seminars to improve knowledge and performance level
* Meet personal/team qualitative and quantitative targets

**EDUCATION**

Bachelor Degree of Commerce Business Administration (2014 – 2018) Cumulative Grade: Good.

**Training**

Had a training in EFE Foundation Graphic Design Grant. - Business English - Business Skills - Career Direction - Photoshop - Microsoft Office Started (Aug 2018) Ended (Sep 2018)

**SKILLS**

* Good Use of Microsoft office and Photoshop.
* (communication skills) Excellent written and verbal
* Highly organized and efficient.
* Team Player Ability to work independently or as part of a team.
* Proven Leadership skills and ability to motivate others.

**Language**

* Arabic (mother tongue)
* Good Command of English (B1)

**Personal Information**

Date of Birth 14/05/1996.