


## **Maha Mounir Ahmed**

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### **Objective**

Specialized in customer service and has more than 7 years of experience in customer service. I have strong communication and interpersonal skills with clients. Proven track record of resolving and communicating customer satisfaction. Positive ability to bring a high level of professionalism, balance and understanding when dealing with clients.

### **Professional Experience**

- **Vodafone - customer service escalation specialist,**  
Cairo, Egypt. From 2016 – To 2019.
- **Raya, customer service specialist,**  
Cairo, Egypt. From 2019 – To 2020.
- **2B, customer service specialist,**  
Cairo, Egypt. From 2020 – To 2023.
  - Responding to customer inquiries and providing technical support for products and services.
  - Troubleshoot and resolve customer complaints in a timely manner.
  - Maintain customer records and document customer interactions.
  - Evaluate customer feedback and recommend changes to improve customer satisfaction

### **Education:**

Faculty Of Business 2009 – 2013, Ain Shams University, Egypt

### **Computer Skills:**

- Microsoft office (Excel – Word – PowerPoint – Outlook)

**Languages:**

- Arabic Native language
- English: good command both written and spoken

**Personal Skills:**

- Estimating time value.
- Good Communication with individuals.
- Ability to work within a team and Can work individual.
- Self-learning capabilities.
- Able to work under stress.

**Personal Information:**

Marital Status: Married

Address : Mokattam elhadaba elwosta

Nationality: Egyptian