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## Shereen Emad Shawky

Objective	Exploring a new opportunity with exposure to a new experience whereby true challenges can be met and fulfilled in a teamwork environment, self growth and achievement being part of and belonging to a great organization.
Experience	<p>January 2010- December 2020 <u>ORANGE</u></p> <p>Orange is one of the largest operators of mobile and internet services in Europe and Africa and a global leader in corporate telecommunication services. Orange has 264 million customers including 56 million 4G customers worldwide.</p> <p><b>Customer service &amp; Sales Senior Specialist</b></p> <ul style="list-style-type: none"><li>• Handling customers, welcoming them ,and listening to their queries and Coming up with solutions for the problems as fast as is possible.</li><li>• Provide a professional first technical point of contact for the customer.</li><li>• Follow-up on customer inquiries not immediately resolved.</li><li>• Perform technical escalations in line with company procedure.</li></ul> <p>Upselling our products and services to new and existing customers, use □ Convincing skills.</p> <ul style="list-style-type: none"><li>• Checking daily cash accounts.</li><li>• Maintaining monthly, weekly and daily report of cashier transactions.</li><li>• Achieving my target and our shop target, by preparing plans for sales activity.</li><li>• Undertake any other reasonable task as assigned.</li><li>• Providing training and assistance to new joined colleagues.</li></ul> <p>Ability to build relationships with peer and management levels both with □ Clients and the company management.</p>

- Prepare technical reports as required \*
- Providing technical guidance and support of subordinate positions \*
- Handling and progressing on the issues that may cause serious escalations from customer to the senior management \*
- Acting as an immediate next level contact for any customer concerns or issues \*

January 2008- April 2009      **Ace- Life Insurance**      E.A.L. Bank ,Zyzenya

ACE is a new booming well reputed insurance company in the Egyptian Market dealing in many types of insurance policies.

**Bank Assurance Sales Representative.**

- ☐ Selling insurance policies through the bank that the company deals with.
- ☐ Explaining Insurance Policy packages to customers and clarifying benefits provided.

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October 2007 \_December 2007      **ALICO**      Elmoltaqa Building,Somuha

ALICO is well reputed insurance company, operating in many countries all over the globe dealing in many types of insurance policies.

**Sales Representative.**

- ☐ Preparing lists of prospect customers who may benefit from the insurance policies.
- ☐ Explaining Insurance Policy packages to customers and clarifying benefits provided.
- ☐ Signing Policies with customers and finalizing internal company procedures.

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July 2006 \_September 2006      **Vodafone Training**      Lotus Building,

Vodafone is one of the biggest communications companies in the world serving millions and connecting worlds together.

**Corporate Sales Support Representative.**

- ☐ Explaining services offered to new subscribers and signing the service contracts with them.
- ☐ Handling subscriber's problems, answer there questions, solve, finalize problems in my authority and report the concerned party what's not in my authority to handle.
- ☐ Coordinating sales personnel activities with other channels.
- ☐ Customer Service.

**Achievements  
Record**

Continuously achieved monthly sales targets.

**Hobbies**

- . Learning up-to-date techniques on using the computer and surfing the internet.
- . Drawing, Reading, playing guitar & Listening to Music.

**References**

- . Mrs. Rehab ElZeiny , Area Manager of Orange.  
Tel: 01223156871
- . Mr. Kareem Mostafa, General Manager of Orange Roushdy Shop.  
Tel: 01222402938

**Attachments**

All relevant educational and training certificates, personal documents or any further information will be at your disposal upon your request.

**Traveling****Experiences**

Italy, Spain and United states of America

<b>Education</b>	2003-2007 Akhbar El Youm Academy 6 <sup>th</sup> of October City, Cairo Bachelor Degree of <b>Business Administration, English Section Major in Accounting.</b> With a “C” Average.
<b>Courses Attended</b>	<ul style="list-style-type: none"><li>. Attended Computer Courses in Windows, M.S. Word, Excel, Power Point - New Horizon</li><li>. English Conversation - Amid east Internet Navigation</li><li>.</li></ul>
<b>Language</b>	<ul style="list-style-type: none"><li>. Arabic Excellent (speak – read and write) mother tongue</li><li>. English Very Good (speak – read and write)</li></ul>