

AML GAMAL ABD ELMONIEM SEWELAM

PERSONAL PROFILE

A highly motivated and experienced professional, with a proven track record in customer service, sales, and project management. With over seven years of work experience in various industries, including bancassurance, education, and cosmetics, I have developed a diverse set of skills and expertise. I am highly skilled in developing and implementing effective customer outreach strategies, collaborating with cross-functional teams, and streamlining processes to enhance efficiency. Additionally, I am preparing to obtain the MBA, further enhancing my business acumen and leadership skills.

WORK EXPERIENCE

Bancassurance

Gig Egypt Life Takaful | 2022

- Contacted prospective clients about insurance products and policies.
- Met with potential clients to discuss adequacy of existing insurance coverage and related financial resources.
- Explained various insurance policies and products to potential and existing clients; guides clients in selecting coverage to best meet their needs.
- Suggested modifications and updates to clients existing insurance policies.
- Built customized insurance policies and packages to meet clients needs.

Customer Service Representative

E.a.s.p Academy | 2016

- Resolved a high volume of customer complaints, resulting in a high customer satisfaction rating.
- Developed and implemented a new training program for new customer service representatives, resulting in decreased training time.
- Collaborated with the IT team to develop a new customer portal, which led to increased online engagement.
- Streamlined the customer service ticketing system, reducing the average response time.

CONTACT ME AT

E-Mail

Aml.gamal@outlook.com

Phone

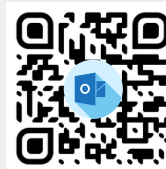
+201000773564

LinkedIn

<https://www.linkedin.com/in/aml-sewelam-868877131>

Address

Gianaclis, Alexandria, Egypt



Personal Info

- Nationality: Egyptian
- Date of Birth: Jul 1991
- Marital Status: Single

Education

Preparing to get the MBA

Educational Diploma

Faculty of Education | 2016
Alexandria University

Bachelor's degree in business management

Arab Academy for Science, Technology, and Maritime Transport | 2016

- Major: Marketing – Arabic Section

Computer Skills

- MS Office Programs Use
- Use the Internet for Multiple Purposes

Languages

- English: Very Good (B2)
- Arabic: Native (C2)

WORK EXPERIENCE

Secretary

Youth employment Project to raise the kindergartens in Alexandria funded by the European Union | 2015 – 2016

- Successfully organized and managed numerous meetings with stakeholders, resulting in increased community engagement and project visibility.
- Developed and implemented a new filing system, resulting in decreased document retrieval time.
- Collaborated with the project manager to create new project timelines and schedules, resulting in improved project planning and execution.
- Streamlined the project reporting process, reducing the time it takes to compile project reports.

Customer Service Representative

Beauty Secrets Cosmetics | 2014

- Resolved a high volume of customer complaints, resulting in a high customer satisfaction rating.
- Developed and implemented a new training program for new customer service representatives, resulting in decreased training time.
- Collaborated with the marketing team to develop new promotions and campaigns, resulting in increased sales.
- Streamlined the returns and exchanges process, reducing the time it takes to process a return or exchange.

SKILLS

PROFESSIONAL SKILLS

- Customer outreach strategy development
- Social media campaign creation
- Sales target achievement
- Customer onboarding process improvement
- Customer complaint resolution
- Training program development
- Project management and planning

PERSONAL SKILLS

- Collaboration
- Communication
- Customer service
- Problem-solving
- Time management
- Organization
- Leadership

