



# Merna Yasser Hassan Ali

Alexandria

ymerna934@gmail.com | 01501530696 | DoB: 20/6/1996

"An experienced sales expert with extensive experience . Has worked with several multinational brands in the development in of global customer care strategies. "

## Professional Experience

### Philip Morris

05/21 - present

#### Sales Expert

- Launching IQOS satellite
- Launching Alexandria First direct store
- Handling customers at CDRS
- GT Experience

### Sutherland Global Services

01/20 - 04/21

#### Outbound Sales Consultant

DU Emirates account

- Handling the outbound calls for UAE and Middle Eastern customers
- Performing upselling
- Providing troubleshooting for technical issues
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### Vodafone egypt

02/19 - 01/20

#### Customer Service Advisor

- Handling inbound calls
- Handling billing and inquiries
- Providing troubleshooting for technical issues
- Upselling

## Education

### Alexandria University faculty of Arts

08/16 - 05/19

#### Libraries And Information Science Department - Very good

## Key Skills

- Leadership
- Project management
- Planning
- Delegation
- Coaching
- Negotiating
- Empathy
- Interpersonal skills
- Communication

- Problem solving
- Coordinating
- Organization
- Conflict resolution
- Strategic thinking
- Public speaking
- Logistics
- Technical knowledge
- Networking/outreach
- Collaboration
- Execution
- Decision making
- Innovation