

# Keroles Ashraf Hakim



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**Date of birth :** 11/9/1989  
**Nationality:** Egyptian  
**Marital status :** single  
**Military status:** finished

## About Me

Seeking a challenging position in a multinational organization where I could enhance my academic background and extracurricular experience.

## Education

BACHELOR'S DEGREE IN BUSINESS ADMINISTRATION / THEBES ACADEMY

## Work Experience

### TEAM LEADER

ALSAFY GROUP at SWITCHPLUS / Apple Premium Reseller

*March 2020 Till Now*

- Boosted team efficiency by 10% by providing direction for business applications that are in development.
- work with my team and learn them the new info daily
- make a schedule to make on to one meeting every week to focus in weeks point in every one on my team to increase them level

### STORE MANAGER

MOBILE SHOP

*December 2017 to march 2020 ( 3 years )*

- Maintained a 100% customer satisfaction rating by developing system solutions and make a price and offers plan with marketing department based on client requirements
- Increased team efficiency by 10% by developing and configuring internal training about sales point of every product
- Achieving the sales target required from each month
- responsible for overseeing the daily operations of a store

### Customer service agent

Raya company , Account: (Etisalat Misr)

*May 2015 to October 2016 ( 1 years )*

- Supports and provides superior service via phones, e-mails
- follow-up on customer inquiries and complaints that is not fulfilled or resolved
- identify and escalate issues to supervisors
- Answers inbound calls and respond to customer requests to ensure customer satisfaction

## Work Experience

### **supervisor**

Market drive company ( marketing and advertising )

*March 2010 To 2014*

- Developing marketing plans, strategies, and tactics to meet company objectives
- work with my team and learn them the new info daily
- Reviewing sales reports to identify trends and make adjustments to improve performance
- Creating marketing campaigns using print materials such as brochures, catalogs, and flyers as well as digital formats such as email blasts and social media posts

## Relevant Skills

- Fast learning
- Problem Solving
- Team Communication
- Ability to work under pressure
- Ability to work in teams
- Self motivated

## Courses

- Computer course : ICDL
- Problem solving
- Apple professional Sales
- Communications skills
- English Course: Conversation course at ICT at level four
- Memory enhancement
- Stress management
- Activity management
- Creative thinking
- 1) BPO course : course in Business processing outsourcing the course include
- 1- Presentation skills. 2- communications skills. 3-Soft skills

## Computer skills

- Mac OS i work
- Windows , Ms office

## Interests

- Traveling ,music , Reading , Playing sports