



# Aya Adel Ibrahim

## Customer Service

### My Contact

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☎ +201148938444

📍 Cairo, Egypt

### Skill

- Microsoft office
- Data analysis
- Work in team
- Fast learner
- Customer service skills
- Problem solving skills
- Time management
- Hard working
- Self-development.
- Renewal and challenge.
- Self confidence.
- The ability to understand and listen.
- Strong communication skills.

### Education

**2013-2018**

Faculty of literature french department  
Benha university

### Languages

#### Arabic

Full Professional Proficiency

#### English

Limited Working Proficiency

#### French

Full Professional Proficiency

### About Me

I can explain in detail the nature of the services offered to the customer, in an interesting and attractive manner, in an attempt to attract customers to buy the company's products and services, and I am able to receive customer complaints and address the problems they encounter, and search for the target customers, and discover their special needs.

### Professional Experience

#### Executive Sales of Delta Egypt

2020-2023 – Present

Key responsibilities:

- Responding to customer inquiries
- Troubleshooting tech problems
- The ability to sell as many services as possible.

#### Call Center of Etisalat internet

2019-2020

#### Executive Sales of Delta Egypt

2017-2020

Key responsibilities:

- Respond to phone and email requests and inquire to join the course.
- Responsible for scheduling and attending the course.
- Register new trainees and make a file for each trainee and archive it.
- Arrange the tasks and reservation

### Courses

- **2018-2019**

French language, la france en  
Egypt

- ICDL

- Educational General Diploma-Department of French Language.