# Hadeer Hassaan Youssef

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Customer Service | Administration | Marketing | Sales | Network Marketing

## Professional Summary

Dedicated and versatile professional with over 10 years of experience in customer service, administration, marketing, sales, and guest relations. Proven ability to handle objections, lead teams, and maintain high standards of communication and follow-up. Skilled in both government and private sector roles, with additional experience in network marketing since 2021.

## Professional Experience

### Network Marketer

American and Emirati Companies – Remote | June 2021 – Present

* - Promoted products and built a growing client base using social media.
* - Trained and motivated team members to achieve sales goals.
* - Developed marketing strategies to increase engagement and revenue.
* - Managed and trained the team.
* - Resolved issues for both team members and clients.
* - Closed sales deals successfully.
* - Built and expanded a team in multiple countries.
* - Innovated new strategies for marketing and sales.

### Ministry of Health – Egypt

### Office Manager – Disability Reduction Department

Ministry of Health – Egypt | Mar 2019 – Aug 2019

* - Managed the director’s schedule and organized appointments.
* - Handled data entry and organized department records.
* - Sent and responded to official emails.
* - Maintained internal communications and document flow.

### Program Coordinator – Neonatal Health Program

Ministry of Health – Egypt | Aug 2019 – Aug 2022

* - Supervised sample collection from health units across all governorates.
* - Coordinated with shipping companies to ensure timely sample delivery.
* - Analyzed samples and monitored newborn test results.
* - Referred children with positive results to treatment centers.
* - Followed up on children's treatment progress for one year.
* - Prepared monthly, semi-annual, and annual reports to analyze disease trends and identify high-risk areas.
* - Organized and facilitated training workshops for medical professionals.
* - Provided necessary medical tools and equipment to local health units.

### Guest Association

Dei – In partnership with Al-Futtaim Group | Dec 2016 – Feb 2019

* - Delivered high-level guest services and hospitality.
* - Handled VIP guests and ensured their satisfaction.

### Confirmation Department Agent

Tourism Company | Jun 2016 – Nov 2016

* - Confirmed bookings and coordinated details with hotels and customers.
* - Maintained clear and consistent communication with clients.

### Customer Service Representative

Raya Contact Center | Jun 2015 – Jan 2016

* - Handled customer inquiries and resolved complaints.
* - Ensured quality service and customer satisfaction.

### Technical Support Agent

Ecoo – Home Internet Services | Aug 2014 – May 2015

* - Provided technical support for home internet services.
* - Ensured issue resolution and follow-up.

## Internships

Bank of Alexandria – Customer Service & Treasury (Summer 2012 – 3 months)

Nasr Car Company – Finance Department (Summer 2011 – 3 months)

## Education & Courses

Bachelor of Commerce – Cairo University, Class of 2013

Postgraduate Diploma in Cost Accounting – Cairo University, Class of 2016

English Language Courses

Management Course

Marketing Course

Sales Training

Leadership Program

## Skills

* - Microsoft Office Suite
* - Social Media Tools
* - Google Workspace
* - Leadership
* - Responsibility
* - Handling Objections
* - Follow-up
* - Communication
* - Problem Solving
* - Community Management

## Languages

Arabic: Native

English: Intermediate