



# Dina Al Shaer

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- Marital Status: Single

## » Profile

Enthusiastic, ambitious, and goal-driven faculty of law fresh graduate with 4 years' progressive education at the English section. A good understanding of Economics, public finance, administration law, Contracts, public and private international law.

## » Objective

Looking to work with a respectful organization helps in building up the professional character, improving the communication skills, pursuing and achieving my goals

## » Education

### Bachelor of Law

Faculty of Law, English section, Cairo University, Cairo, Egypt

2014-2017



Total grade: good

### Thanaweya Amma

Sorour Language School , Giza, Egypt

2012-2013 .

## » Experience

### Indoor Sales Representative.

#### Basic Function for the position

Vodafone Egypt 2020

- Carry out the company's vision and guidelines in maintaining a high level of customer satisfaction in addition to achieving individual targets.

### Major duties and responsibilities

#### Customer Experience:

- † Greet the customer on counter with warmth, courtesy & personalized greeting
- † In low traffic periods, meet the customer at the door (acting as greeter)
- † Generating a proper queuing ticket for the customer
- † Full customer need assessment by proper probing to identify the customer's needs
- † Offering the best fit to the customer through cross sell/up sell when applicable according to the customer's type/segment
- † Fulfilling the customer need with speed & simplicity (Can do attitude) Handle customers' inquiries & complaints in a positive manner
- † Acting as customer's telecom advisor
- † Ensure that the customer got all the needed service before leaving the counter

- ✚ Farewell the customer & invite him to revisit our store
- ✚ Provide strong & updated product knowledge & competition's offers awareness
- ✚ Supporting in maintaining the store's look & feel standards at all times
- ✚ Full awareness & implementation of P & P

## Operation

- ✚ Accurately handle cash
- ✚ Accurately handle inventory
- ✚ Full awareness with all retail applications
- ✚ Interdepartmental communication to speed up the work's completion
- ✚ Handling opening & end of day operation
- ✚ Provide retail's junior staff with all needed operational support
- ✚ Support retail outdoor activities & events when required

## Targets

1. Achieve sales targets
2. Achieve revenue targets
3. Cross sell/up sell when applicable according to the customer's type/segment
4. Achieve customer experience targets

## Trainings and Courses

### Harvest British College

- ✚ General English, Soft skills, Conversation, Translation

### Real Soft House

- ✚ Passing 6 levels of General English

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## » Skills

- ✚ Demonstrating positive, enthusiastic and friendly attitude.
  - ✚ Good command in Computer Operating System and supporting applications.
  - ✚ Ability to work on shifts, holidays, and overtime.
  - ✚ Work under Pressure, Team player, Ambitious, Motivating, Innovative
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## » **Volunteer Activities**

- ✚ A member of the helpful team at the faculty of Law, preparing summaries of subjects of the department ○  
**Faculty of Law, Cairo university, Cairo, Egypt.**

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## » **Faculty Courses**

- ✚ **Civil Law**
- ✚ **Commercial Law**
- ✚ **Criminal Law**
- ✚ **Administrative Law**
- ✚ **Public Law**
- ✚ **International Law**
- ✚ **Economics**
- ✚ **Public Finance**
- ✚ **Contract**
- ✚ **Legal Training**

