Merhan Shawky

# Merhan Nehad Shawky Ibrahim

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74 Albert str, Alexandria, Egypt.

21.9.2000 (23)

Languages

Arabic: Native

English: Fluent

French: Advanced

Interests

Doing yoga

Reading

Playing tennis

# Profile

Recent graduate with a degree in Business Administration in Marketing and Finance from Coventry University, Solid foundation equipped with a diverse skill gained through experience as a Telemarketing Agent, and Sales Travel Advisor. Strong analytical and creative employee with a keen eye for detail, who also brings a unique combination of linguistic proficiency in English and French. Seeking a challenging position to utilize my expertise to engage with clients, drive sales, and provide exceptional customer service.

# Education

High school diploma: La collège de la Mère de Dieu, Egypt

Sep 2005 - Jul 2019.

Bachelor in Business Administration: Coventry University/AAST, Egypt

Sep 2019 - Jul 2023.

Degree in Marketing and Finance.

# Experience

Micro-tasking performer, Yandex, freelance project — Jul 2020-Jun 2022

Handling small specific online tasks that should be completed in limited durations: perform quality checks for authenticity. Conduct brief research on specific topics to gather information. Apply labels or tags to data for organizational purposes. Review and moderate user content according to the company’s policies. Identify and flag inappropriate or policy-violating content. Transcribe audio or video content into written text. Provide professional translations in Arabic, English and French.

Telemarketing agent, Resolvo for financial services, LA — Jul 2022-Oct2022

Identify potential leads through cold calling while gathering relevant information about the clients to offer company’s financial services, features, benefits, and value propositions to potential clients. Initiate outbound calls to clients based on provided lists given to introduce the financial plans and deliver persuasive sales pitches to fit the financial needs and interests of the prospect and respond to their concerns to encourage the participation. Schedule appointments for clients to meet with financial advisors. Conduct follow-up calls to nurture leads and maintain communication with potential clients.

Sales travel advisor, Flairstech, Egypt — Jun2023-Oct2023

Engaging with clients to go over requirements, costs, and limitations for travel. Provide potential passengers with convincing presentations that highlight the advantages of the travel services we provide, including itineraries, flight numbers and timings, baggage allowance, country visas, and other pertinent information like available modes of transportation. Managing reservations and bookings, which includes inputting the client's personal information such credit card details and passport information. Make sure that the data provided is accurate to prevent any unexpected problems or difficulties during the travel process. Throughout the whole trip planning and booking process, deliver outstanding customer service to establish enduring relationships with customers and promote return business.

# Courses and Certificates

Google display ads certificate Sep 2021 - Jul 2021

Google Ads Creative Certification Sep 2022 - Jul 2022

Customer service skills certificate Sep 2022 - Jul 2022

sales practices and techniques By Chris Croft Sep 2023 - Jul 2023

Financial management lecture by financial regulatory of Egypt Oct 2023 - Oct 2023

Appreciation Certificate for Charity work 2017

# Skills

MS word

Multitasking skills

Excelling customer service skills

Motivated attitude

Detail oriented skills

Problem solving skills

# Volunteer work

**Heta Mani Heta Manak**:

Devoted three years to a charitable organization called Heta Mani Heta Manak dedicated to educating homeless children and instilling in them essential life skills, manners, and ethical principles.

**Caritas**:

I joined Caritas for a small project to prepare Ramadan EFTAR (meals) providing nutritious meals for the homeless community. Collaborated with a team of volunteers monthly to organize enjoyable events for foster kids.