



Norhan Mostafa Abd El Salam

- Education

Bachelor of Commerce
Accounting Department

Cairo University, Cairo

September 2013 - July 2017

Grade: Good

- **Certified in the Preparation for English Course**
Berlitz

- Experience

Operations Manager

Truckell (Transportation Company)
July 2023 – 2024

- Led a team responsible for ensuring timely employee transportation by collaborating with vendors such as SWVL and Amazon.
- Coordinated logistics and transportation activities, including route planning and scheduling.
- Managed resource allocation, optimizing the use of vehicles, personnel, and equipment for maximum efficiency.
- Developed and managed budgets, analyzed costs, and implemented cost-saving measures.
- Oversaw and supported staff, including drivers and logistics personnel, to ensure adherence to performance and safety standards.
- Enhanced customer satisfaction by addressing issues and improving service delivery.
- Identified and implemented process improvements to boost operational efficiency and service quality.
- Managed relationships with suppliers and third-party service providers to ensure high-quality service and cost-effectiveness.

Eurowings, German Airline - Customer Service Representative
2022 – 2023

- Handled passenger compensation, refunds, and inquiries regarding additional costs.
- Provided timely updates on flight status, delays, and gate changes.

CONTACT

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Personal skills

- Collaborating well with others to achieve common goals.
- Flexibility to adjust to new situations and challenges.
- Evaluating situations and making informed decisions.
- Analyzing issues and developing effective solutions.
- Prioritizes tasks efficiently to meet deadlines.
- Ensuring accuracy and thoroughness in your work.
- Evaluates situations logically to make informed decisions.

Employee Value

- **Innovative Approach:** Develop and implement innovative methods to enhance work quality and efficiency, adapting swiftly to changing work conditions.
- **Ethical Standards:** Uphold the highest principles of professional ethics and ensure compliance with quality standards.

Language

- Arabic
- English

- Addressed and resolved customer complaints related to services and travel concerns.
- Assisted passengers with disabilities and special requirements to ensure a smooth travel experience.
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- Guided passengers through the check-in process, both online and at the airport

Aramex - Customer Service Executive

Jan 2018 – December 2022

In my role at Aramex, I supported VIP customers in their shipping needs by:

- **Communicating Effectively:** Managed customer inquiries about shipping services, rates, and delivery times.
 - **Processing Shipments:** Ensured accurate documentation for tracking and processing shipments.
 - **Resolving Issues:** Addressed concerns related to delays, lost packages, and customs, maintaining high satisfaction levels.
 - **Coordinating Logistics:** Worked with teams to ensure timely shipment processing and delivery.
 - **Assisting with International Shipping:** Guided customers on customs regulations and duties.
 - **Handling Billing:** Managed billing inquiries and processed payments.
 - **Optimizing Processes:** Supported improvements in shipping processes to enhance customer experience.
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