**Dina Hegab**

**Customer Success Specialist**

Cairo, Egypt, denasobhy92@gmail.com, + 2(0) 1159152910

**PROFESSIONAL EXPERIENCE**

**Garden City, Egypt**

**Training Lab 2020-2023**

**Customer Success Specialist**

* Conduct out-bound calls to new prospect that they are interested in services catalog.
* Maintained a 90%+ rating on customer satisfaction surveys from consumers across social media platforms using google forms.
* Developed and implemented a multi-channel marketing plan for existing services and new service launches; increased annual consumer subscription by 68%.
* Monitor key performance indicators (KPIs) such as client satisfaction scores, retention rates, and renewal rates, taking proactive steps to address any concerns or issues that may arise.
* Onboard new clients, ensuring they have a smooth transition and understand the value proposition of the product or service.

**Sheikh Zayed, Egypt**

**Careem 2019-2020**

**Customer Care Representative**

* Address customer inquiries, concerns, and complaints promptly and professionally.
* Assist customers with product information, troubleshooting, and order processing.
* Follow up with customers to ensure satisfaction and resolve any outstanding issues.
* Resolve customer complaints and issues in a timely and professional manner.
* Continuously strive to improve customer satisfaction and loyalty through proactive engagement and problem-solving.
* Stay updated on product knowledge, company policies, and industry trends to better assist customers.

**Dokki, Egypt**

**H2O Gym**

**Public Relations Specialists 2016-2018**

* Develop and implement comprehensive public relations strategies to promote the gym's brand, services, and events.
* Cultivate relationships with local media outlets, journalists, and influencers to secure coverage and features for the gym.
* Create press releases, media kits, and other materials to communicate key messages and announcements to the media and public.
* Coordinate and execute press events, grand openings, and promotional activities to generate positive publicity and increase brand visibility.
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* Create press releases, media kits, and other materials to communicate key messages and announcements to the media and public.
* Coordinate and execute press events, grand openings, and promotional activities to generate positive publicity and increase brand visibility.

**EDUCATION**

**Cairo University Cairo, Egypt**

**Business Administration 2010-2014**

**Courses and Diplomas**

* An English course at the American university (7 levels).
* ICDL (MO).