



Rasha Mostafa Ghoniem Attia


Personal details

 Rasha Mostafa Ghoniem Attia

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Elmaadi Egypt Cairo

 September 15, 1985

 B

 Female

 Egyptian

Profile

Seeking a Challenging Position in a Reputable Company Where My Academic Background and Interpersonal Skills are Well Developed and Utilized.

Education

Faculty of Law
Cairo University

2004 - 2007

Employment

Ticketing reservation agent

2009 - 2011

Pharaoh group, Cairo

Arranging internal and external tourist trips.

Booking all flight tickets through Galileo system.

Telesales Agent

Jan 2012 - Dec 2012

Etisal International, Cairo

Call the customer's and create new individual accounts

Telesales Senior Agent

Jan 2013 - Dec 2013

Etisal International, Cairo

Call the customer's and create new individual accounts.

Helping new comer to teach the system and how to handling with the customer

Act Team Leader in telesales

Jan 2014 - Dec 2014

Etisal International, Cairo

Follow up on the goles of all the team and facilitate work with other stakeholders to reach the target easy

Specialist in fulfillment team for ADSL

Jan 2015 - Jul 2015

Etisal International, Cairo

Handling all complaints from all channels.

Lead Management Agent

Aug 2015 - 2018

Etisalat Egypt, Cairo

Helping the sales department by bringing them new accounts to access their target.

Corporate sales executive

Jan 2019 - Dec 2020

Etisalat Egypt, Cairo

Follow up on corporate accounts and meet customer and target requirements

Act as team leader (handover team)

Jan 2021 - Dec 2021

Etisalat Egypt, Cairo

Review all accounts for which invoices have not been paid for two months or more , and call the customer and find out the reason for the delay and whether he will pay or not

Skills

- To deal with difficult situations in a careful and considerate manner ●●●●●
- My analytical skills help me troubleshoot problems and uncover root causes ●●●●●
- Ability to work under stress, meet deadlines ●●●●●
- Excellent analysis and presentation skills ●●●●●
- Dynamic and goal oriented ●●●●●
- Excellent Negotiation skills ●●●●●
- Excellent Communication skills ●●●●●
- Dealing with Customers in good manner ●●●●●

Languages

- Arabic mother language ●●●●●
- English ●●●●●

Hobbies

- Reading

Team leader (quality team)

Jan 2022 - Dec 2022

Etisalat Egypt, Cairo

I follow all new accounts entered by the sales representative (Documents - quality of sales -etc....

Senior sales executive (large team)

2023 - Present

Etisalat Egypt, Cairo

Follow all the big accounts and meet the customer's requirements

Courses

Galileo course

2007

Ticketing reservation

Microsoft

2008