

Marina Sabry

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Date of Birth : 15/7/1996.

Address : side bashr Qably el motaza, Alexandria –Egypt.

Marital Status : Single.



ACADEMIC QUALIFICATIONS

University / Institute	Faculty	General Grade	From - To
Alexandria	Tourism And Hotels	Good	2014-2018

LANGUAGES

	Speak			Read			Write			Understand		
	Excel	Good	Fair	Excel	Good	Fair	Excel	Good	Fair	Excel	Good	Fair
Arabic	*			*			*			*		
English	*			*				*			*	
Turkish		*		*				*			*	
French			*		*				*			*

PROFESSIONAL COURSES

Year	Course Description	Place , Authority
2019	ICDL	New Horizon

EMPLOYMENT RECORD

- Mortgage Customer Service / Dar altamweel / Alexandria
 - Manage the day to day operations of the call centre
 - Respond to questions and concerns about service, and escalate calls appropriately.
 - Consult with customers to evaluate needs and determine best options
 - Counsel customers on options for service and coverage agreements.
 - Processed Mortgage Payments.
 - Make requested account and policy changes.
 - assisted in resolving customer complaints.
- Customer Service / IFSM Organization / Alexandria
 - Open and recording customer information.
 - Resolve service problems via phone, mail.
 - Make a telesales for products and services.
- Secretary / Office of Accounting and Auditing / Alexandria
 - Schedule and coordinate meetings, appointments.
 - Type documents such as correspondence, drafts, and emails.
 - Reception customer and determined to whom and when they could speak with specific.

Skills:

- Work in a team environment.
- I can work under stress
- Relationship Building. - Self Confidence - Multitasking.
- Creative & Innovative Thinking.
- Decision Making.
- Learn quickly.
- Loyalty.

Hobby:

- Reading and self-learning.
- Running.
- Swimming