

# FATMA HAMDI METWALLY

## Customer Service Professional

01100928757 - 01020228386 • fhamdi309@gmail.com • www.linkedin.com/in/fatma-hamdi-4a8089238 • Giza, Egypt

## Summary

I am a bilingual customer service professional with 1.5 years of experience providing high-quality support to an international clientele. My background in biotechnology research equips me with analytical skills that are useful in problem-solving and data management. I excel at actively listening and empathizing with customers to meet their unique needs and ensure a personalized service experience.

## Experience

### RayaCX

Abassayia / MIZ

#### Customer Service Agent/ Team Leader

05/2023 - 11/2024

A prominent customer service company specializing in multilingual support.

- Handed over the team-leading responsibility from my previous supervisor for more than 3 months, which enhanced my operational and leadership skills.
- Demonstrated empathy and communication skills to resolve customer issues.
- Achieved a top 5% ranking in customer satisfaction scores by consistently exceeding customer expectations.
- Managed a daily average of 100 customer queries from the inbound calls/emails, maintaining service quality standards.
- Handled a database of 100 customer contact records per day on CRM, ensuring updated and organized information.
- Managed a team of 20 customer service representatives across 2 locations.

### Ain Shams University

Cairo, Egypt

#### Research Assistant

09/2021 - 05/2023

An academic institution focusing on research and education in various fields.

- Designed presentations summarizing research findings.
- Collected large volumes of data with high accuracy.
- Identified errors in data entry and reported to supervisors for resolution.

## Education

### Ain Shams University

Cairo, Egypt

#### Bachelor's in Biotechnology

09/2018 - 09/2022

### Ain Shams University

Cairo, Egypt

#### Entrepreneurship winter school, Ain Shams University (Internship)

01/2023 - 01/2023

## Strengths

#### Operational Management and Teamwork

Effective at managing contact center processes and fostering teamwork.

#### Problem-solving

Proficient at troubleshooting issues and providing solutions.

#### Adaptability

Ability to adapt in diverse and multicultural settings.

## Languages

English Excellent

Arabic Native

## Training / Courses

Biotechnology internship — An internship focusing on practical experiences in biotechnology at a Veterinary Hospital.

Soft Skills — A course designed to improve interpersonal, communication abilities, and the operation skills.