

SALMA MOHAMED AHMED KHATTAB

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“I am a mature, positive and hardworking person who always strives to achieve the highest possible standard in whatever work I am assigned. Since I can work as an administrative assistant for a bank or company, I have sufficient experience in this field, and I have an attractive and motivating personality. I have experience in dealing with executives as well as clients. I can also work as a sales representative, and I have demonstrated the ability to work under extreme pressure, sell products and services to customers from all backgrounds, deal with customer complaints and resolve problematic situations as they arise, and arrange attractive offers to promote products. I would like to say that I am highly organized, punctual, well dressed and have a unique ability to multitask during important meetings or events that require private interactions. I am passionate about organization and proofreading when dealing with documents and papers are scanned and digitally filed to provide additional copy. Finally, I am good at motivating the office or the space in which I work, and I can maintain high morale by encouraging employees to invest in their jobs with more than one salary, because of my leadership personality.”

- RESIDENCY:

- **Sadiqat EL-Ketab EL-Moqadas, Asafra Bahary, Qesm EL-Montazah, Alexandria, Egypt.**

- EDUCATION:

- **Faculty of Law, Alexandria University.**

↳ **School Location:** Alexandria, Egypt.

↳ **Degree:** Bachelor of Laws (LLB).

↳ **Graduation (Start \ END) Dates:** Sep 2016 to Jul 2020.

↳ **Grade:** (GOOD).

- WORK HISTORY SUMMARY:

1- Telesales, inDrive | Alexandria. (May 2017 to Jun 2021)

↳ **Responsibilities:** "My Responsibilities were limited to contacting customers in order to inform them about a product or service using scripts or the phone, answering questions about the company, asking questions to understand customer requirements, and I get from my managers data of customers who want to subscribe to the company, so my task is limited to obtaining papers from them and recording them On the company's database, create their own accounts, then I send the activation link to the customer, clarify the customer items, and solve the problems they face."

2- Telesales, Careem | Alexandria. (Jun 2021 to Present)

↳ **Responsibilities:** "My Responsibilities were limited to contacting customers in order to inform them about a product or service using scripts or the phone, answering questions about the company, asking questions to understand customer requirements, and I get from my managers data of customers who want to subscribe to the company, so my task is limited to obtaining papers from them and recording them On the company's database, create their own accounts, then I send the activation link to the customer, clarify the customer items, and solve the problems they face."

- Courses:

- 1) **English course, Ministry Of Defense language Institute - Modli Alex, Alexandria, Egypt.**

- LANGUAGES:

- **Arabic:** Mother Tongue.
- **English:** Fluent.

- COMPUTER SKILLS:

- **Microsoft Office.**
- **Social Media.**
- **Data Entry.**

- SKILLS:

- **Customer Service.**
- **Customer Relationship Management.**
- **Active Listening.**
- **Patient.**
- **Time management.**
- **Persuasive.**
- **Teamwork.**
- **Time Management.**
- **Negotiations.**
- **Persistent.**
- **Emotional Intelligence.**
- **Decision-Making.**
- **Self-Awareness.**
- **Interpersonal communication.**
- **Motivation.**
- **Sales.**
- **Leadership.**
- **Research.**
- **Legal Research.**
- **Critical Thinking.**
- **Communication Skills.**
- **Attention to detail.**
- **Contract Management.**

- ADDITIONAL INFORMATION:

- **Marital Status:** Single.
- **Entertainment:** (Reading books \ Watching movies)