**Shereen Samy Afifi**

# **Contact Information**

**Email Address:** [Cherrysamyafifi@gmail.com](mailto:Cherrysamyafifi@gmail.com)

**Mobile Phone:** +201275570718

**Country:** Alexandria,Egypt

# **Personal Information**

**Birth Date:** 7/ 5/ 1993

**Gender:** Female

**Marital Status:** Married

**Driving License Issued from:** Egypt

# **Objective:**

Seeking a challenging position in a reputable company where my academic

background and interpersonal skills are well developed and utilized.

# **Education**

**University  
 Bachelor’s degree July 2015**

Graduated from Faculty of Arts  
 Alexandria University  
 Sociology Department  
  
 **High school** **July 2011**  
 Graduated from Saint-Vansant School

# **Training and Experiences**

**Customer care Representative at Sutherland Global Services (AliExpress) Account |** from June 2023 till present

* Answering questions about a company’s products or services
* Processing orders and transactions
* Resolving issues and troubleshooting technical problems
* Handling customer complaints
* Track shipments to customers and give them tracking details and when they will reach the customer.
* Solving customer problems if the shipment did not meet the specifications, was damaged, or was empty.
* Collecting and analyzing customer feedback.
* Developing and documenting knowledge into helpful content.
* Demonstrated a strong commitment to tracking and monitoring KPIs.

**HR Coordinator at Mirasco International Trading |** from August 2018 to June 2020

* Managing all day-to-day HR administration tasks; ensuring that all employee and HR records are accurate and up to date.
* Assisting with the end-to-end recruitment process.
* Creating employee training materials under the guidance of the learning and development manager.
* Assisting with monthly payroll and resolving payment issues.
* Preparing job offer emails and employment offer contracts.
* Supporting the development of performance review processes and reward schemes.
* Taking full responsibility for all annual leave and attendance records.
* Inducting new staff and overseeing a probationary period.
* Overseeing general office operations.
* Greeting visitors, answering incoming phone calls and sending emails to customers.
* Coordinating appointments and meetings and managing staff calendars and schedules.
* Supervising, mentoring, training, and coaching office staff, and delegating assignments to ensure maximum productivity.
* Purchasing office supplies and equipment and maintaining proper stock levels.
* Producing reports, composing correspondence, and drafting new contracts.
* Creating presentations and other management-level reports.

**Customer Service and Sales Representative at Orange |** August 2016 – March 2018

* Resolve customer complaints.
* Answer questions about terms of sale and services the company provides.
* Act as the company gatekeeper.
* Suggest solutions when a product malfunctions.
* Inform customers of deals and promotions.
* Sell products and services.
* Work with customer service manager to ensure proper customer service is being delivered.
* Compile reports on overall customer satisfaction.  
  Read from scripts.
* Handle changes in policies or renewals.
* Providing a professional first point of contact for the Customer  
  Logging all incidents/inquiries in a timely and effective manner
* Coordinating with all the necessary internal departments or vendors to achieve fault resolution within SLA definitions.
* Documenting all troubleshooting and case management actions via the ticketing systems
* Ensuring on-time resolution, by escalating to the appropriate experts and management when necessary.
* Resolving an agreed percentage on all IT Services (SMTP, Application Hosting, Server Hosting, Security, Exchange, ... )

**Bibliotheca Alexandrina trained as a tour guide |** April 2016

**Sales and English preparation from Sutherland Global services**

# **Courses**

-ICDL  
- English Languages Courses

# Skills

**Computer Skills:**- Microsoft word  
- Internet tools  
- Microsoft PowerPoint  
- Microsoft Excel

**Languages:**

- Arabic mother tongue  
- English fluent (Written, read, spoken)

**Personal Skills:**

- Good Listening.  
- Good communicator.  
- Fast learner- hard worker- ready to work in tough conditions.  
- Able to work independently as well as within teamwork.  
- Self-Motivating   
- More productive in case of competition.  
- Creative and like to develop and improve products and solve problems

- Able to decide what steps are needed to achieve particular goals and then implement these.  
- Able to express my ideas clearly and confidently in speech.