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Summary

Highly motivated senior retail sales, customer service and operation professional with over five years of experience in Orange telecom, seeking a full time position where i can contribute my strong experience of sales, CS and administration.

Experience



Administrative Assistant

The Gate real estate

Oct 2021 - Apr 2022 (7 months)

Assist with the day-to-day operations of the office by doing tasks such as:

- Answering phone calls and greet visitors.
- Filling paperwork.
- Collate and distribute mail.



Senior Sales, Customer support and Operation at Orange store

Orange

Apr 2016 - Oct 2020 (4 years 7 months)

- Greeting customers once entering the store and handling all their inquiries.
- Providing accurate information about promotions, customer programs and products.
- Solving problems timely and effectively, ensuring customer satisfaction.
- Working closely with store manager to solve problem and handle customer concerns.
- Following detailed directions from management to complete daily paper work, computer data entry and mail information briefing.
- Completing daily logs for management review.
- Training for new team members on company procedures, technical system and issue resolution.



Offshore Tele-sales Agent

Emerging Media UK

Oct 2015 - Mar 2016 (6 months)

I was responsible for doing marketing campaigns to promote a product through offshore telephone calls to target UK customers.

Performed cold-calling and follow-ups with leads to secure new revenue.

Education



Ain Shams University

B. A. Degree of English Language and it's Literature, Faculty of Arts, English

Department

2009 - 2013

Licenses & Certifications



The Fundamentals of Digital Marketing - Google Digital Garage

DE2 XSR W96



Customer Service Certificate - EGYPTAIR TRAINING ACADEMY



EDU Egypt Scholarship - Information Technology Industry Development Agency, ITIDA



TOEFL - Michigan Academy Egypt

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Skills

English • Microsoft Office • Data Entry • Effective Communication skills • Fast Typing speed • Problem Solving • Team Oriented

Honors & Awards



Wikimedia Award for excellence - Wikipedia, the Free Encyclopedia

Sep 2013

Wikimedia Award for excellence in translating the English content into Arabic to enrich the Arabic content on wikimedia.



Certificate of Merit - Faculty of Arts

Sep 2013

Certificate of Merit from the Faculty of Arts, Ain Shams University for the participation in enriching the Arabic content in Wikipedia.