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**date of birth:**7/1/1986

**Marital status:** married

## Professional summary

Hardworking as cosmetics specialist successful at using products knowledge and exceptional customer service,increase guest retention and exceed sales goals.

Customer service focused properly greeting each guest,responding quickly to all inquiries and answering the phone calls with a professional and friendly attitude,with solving all complicated problems that i have faced. Cosmetics specialist at el ezaby pharmacy callcenter with background in retail sales and customer service. Exceptional organization critical thinking and time management skills.

Leadership with humbly.

## Skills

Hard worker

excellent telephone etiquette.

Computer skills word & excel and SAP software

subtle and effective sales skills

Handling problems and fast resolve

Working under pressure

Very good English writing and speaking

## Work history

From aug 2007 to may 2010 at compuer accessories mall

Working as sales indoor employee and owner assistant, reporting products that out-of-stock and obtain customers requests to buy it from other companies,

Answered product questions with up-to-date knowledge of sales and store promotions

Helped drive sales goals and achieve monthly quotas.

From June 2010 to November 2016 Working as cosmetics specialist at EL-EZABY pharmacies in kolyet elbanat and mokattam branches about four years and call center agent about tow years.

Greeted all customers in a warm and friendly manner to create positive first impression of the pharmacy resolved customer product complaints

empathetically and professionally.

Acted professionally and patiently when addressing negative customer feedback.

Improve call center functionality and service capacity by resolving customer complaints efficiently.

from November 2016 to January 2018 working as driver at uber and freelancer in car rental field.

From January 2018 to November 2019 working as cosmetic retail manager at elrazi pharmacy .

from November 2019 to january 2020 working as cosmetics specialist and social media moderator at 19011 pharmacies call center

from January 2020 till now working as beauty area supervisor (12 branch) responsible for availability of products ,teaching and coaching my sales team at the branches to increase sales

## EDUCATION and Courses

Bachelor of simultaneous interpretation section

English (2007).

From Cairo higher institute.

Business management course from make your business acadmy (online)

English course from USA university (online)

# HOBBIES

Reading books .

Write short stories.

Take photos.

Swimming.

Play football.