

Hagar Ibrahim Abdelrahim Taha

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Skill Highlights

- Decision making ability
- Complex problem solver
- Highly adaptive
- Process enhancer
- Service-focused
- Customer oriented

Languages

English – Fluent

French – Good

Volunteer Work

AIESEC International Organization:

Incoming global talent member - 2020

Model of European Union: Organization committee - 2017

Experience

2020 till now

Deputy Online Operation Manger – Nile Projects & Trading Company, Alexandria

- Monitor inbound & Outbound calls and evaluate agents' performance concerning the quality of service delivered to the online customers.
- Working with product management, sales, marketing, and other relevant departments to provide updated content for assigned accounts to be shared across e-commerce platforms.
- Managing refunds through payment enable backlog.
- Developing, monitoring, writing, and updating product content contained on e-commerce websites/portals.
- Managing orders confirmation and fulfillment details by sending all the items details to be reserved and dispatched by the warehouses.
- Creating AWB for the reserved order to be printed by the warehouse and handed to the shipping company for deliveries.
- Tracking orders and managing the pickups with the warehouse and deliveries with the customers.
- Using Spreadsheets in addition to web analytics to stay organized and monitor changes in product sales and identify opportunities for improvement.

Education

Bachelor of arts, Alexandria University – July 2020

General Secondary Certificate, Sidi-Gaber Language school – July 2016

Courses

Google Digital Marketing & E-commerce certificate - Ongoing

Internship

Bibliotheca Alexandria: Visits Department Arabic and English Tour guide –

April 2018 till April 2020