

Rouida Fahmi

Customer Service Representative



Roud602@gmail.com



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El Mahdawy Street - Mandara,
Alexandria

PERSONAL SKILLS

Communication skills

Negotiation Skills

Organizing skills

Problem Solving

Time Mangement

Creativity

LANGUAGES

Arabic
Native or Bilingual Proficiency

English
Full Professional Proficiency

INTERESTS

Professional Drawing

Fashion Design

Teaching

EDUCATION

Bachelor's degree

Faculty of commerce, Alexandria University

07/2020

Major

- Taxs & Customs clearance

WORK EXPERIENCE

Customer Service Representative

Octopus outsourcing (Talabat)

2022 - 2023

Achievements

- Managed incoming phone calls.
- Handled customer complaints, provide appropriate solutions and alternatives within the time limits.
- Kept records of customer interactions, process customer accounts.

Tour Organizer

Grand Visa Travel

2019 - 2021

Responsibilities

- Obtained information from clients and making travel arrangements as per their specifications.
- Designed cost-effective travel packages that suit clients' needs and budgets.
- Made recommendations regarding travel safety, visas, and immunizations.

TECHNICAL SKILLS

Microsoft Office Package proffesioncy

Digital Marketing

Accounting