

AMINA MOHAMED BAHAA

1 Bashir - al shbab St., El Haram - Cairo, Egypt / M: +201115419054 Email:

aminabahaa14@gmail.com

Highlights

- Confident & self-motivated.
- Problem solver.
- Strong interpersonal skills.
- Good Communication skills.
- Team player.

Professional Experience

Customer Service Representative
Covery Cases - Cairo, Egypt

Jan 2019 to Aug 2021

Responsibilities:

- Maintaining a positive and professional attitude toward customers at all times.
- Responding to customer inquiries.
- Communicating with customers through various channels.
- Resolving customer complaints.
- Knowing products advantages.
- Processing orders, and requests.
- Communicating and coordinating with colleagues.
- Ensure customer satisfaction and provide professional customer support.

Customer Service Representative

Feb 2016 to Dec 2018

Movibile Cases - Cairo, Egypt

Responsibilities:

- Responding to customer inquiries.
- Communicating with customers through various channels.
- Resolving customer complaints.
- Knowing our products advantages.
- Processing orders, and requests.
- Ensure customer satisfaction and provide professional customer support.



Education

Bachelor's Degree from the Higher Institute of Media and Communication Arts, Department of Journalism and Public Relations <i>Higher Institute of Mass Communication, Culture and science city - Cairo, Egypt</i>	2023
High School Al Haram Girls Secondary School	2008

Languages

Arabic :	Mother Tongue
English :	Good

References

Reference will be upon request

