

# Salma Mohamed Mohamed

☎ 0150-008-4848

📅 22/9/1998

📍 6 El-Azhar street , Suez

✉ salmmamohammed629@gmail.com



## PROFILE SUMMARY

I'm a hardworking customer service advisor with passion for providing excellent service at all time, problem solver as in my current role, i have solved more than 100 customers and operations issues, i always can handle angry customers and their complaints, for my excellent customer service and my hard effort, i promote to team leader after two months of working in Etisalat Misr company, adding to my previous roles, i'm managing the shift, support my team during shift, responsible for the store operations and the warehouse, handling manager tasks.

After proving my competence in work and completing it to perfection, I promoted to Senior position in Sep 2023 till now.

## EDUCATION

Bachelor of Fish Resources and Marine Science

**Suez University**

2016-2020

## WORK EXPERIENCE

- Senior Sales at Etisalat Misr  
(10/2023-Till now)
- Sales team leader at Etisalat Misr  
(11/2021-Till now)
- Customer service and sales agent at Etisalat Misr  
(6/2021-10/2021)
- Pharmacist Assistant  
(2/2020-10/2021)
- Graphic designer at OG Media  
(2020-2021)
- Graphic designer at AAPG Suez student activity at Suez university  
(2018-2020)
- Direct publicity leader at AAPG Suez student activity at Suez university  
(2017-2018)
- Direct publicity member at AAPG Suez student activity at Suez university  
(2016-2017)

## SKILLS

### General skills

Microsoft Office programs	_____●_____
Soft skills	_____●_____
Presentation Skill	_____●_____
Self learning	_____●_____
English Language	_____●_____

### Designing programs

Photoshop	_____●_____
Illustrator	_____●_____
After effects	_____●_____
Cinema 4D	_____●_____