Salma Mohamed Mohamed

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22/9/1998

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PROFILE SUMMARY

I'm a hardworking customer service advisor with passion for provding 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 durnig shift, responsible for the store operations and the warehous, 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 pow)
- (11/2021-Till now)
- Customer service and sales agent at Etisalat Misr (6/2021-10/2021)
- Pharmacist Assistant
 (2/2020 10/2021)
- (2/2020-10/2021)
- Graphic deasigner 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

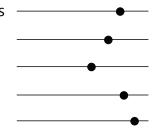
Microsoft Office programs

Soft skills

Presentation Skill

Self learning

English Language



Designing programs

