

SARAH NASSAR

Team Manager

✉ +201033557993 @ sarahnassar@yahoo.com

🌐 <http://linkedin.com/in/sarahnassar95> 📍 Alexandria, Egypt.



SUMMARY

- Experienced Team Manager with over 3 years of experience in Customer service.
- Excellent reputation for problem solving, customer satisfaction, and driving key performance indicators.
- Eager to contribute to team success through hard work, excellent organizational skills, clear understanding of tasks, training skills, motivated to learn, grow in Industry.
- Multi-talented Team Manager consistently rewarded for success in planning and operational improvements. Experience in policy development and staff management procedures.

EXPERIENCE

Ground Handling- Lead Agent

10/2023 - Present

Aero Service Egypt

Borg El-Arab, Egypt.

Airlines ground service provider

- Manning the check-in counters that serve departing passengers.
- Manning the arrival and departure gates. This involves attending to customers before they board, after they land, or when they are switching between flights.
- Assisting passengers with luggage check-ins at the ticket counter.
- Confirming the identities of passengers, and providing them with boarding passes.
- In some cases, ground staff may be responsible for screening passengers and their luggage for security purposes.

Team Manager

09/2020 - 09/2023

Sutherland

Alexandria, Egypt

Global outsourcing service provider

- Team Manager Supervise day-to-day operations in the customer service department.
- Create effective customer service procedures, policies, and standards. Develop customer satisfaction goals and coordinate continuous communication with the team.
- Maintain accurate records and document all customer service activities and discussions.
- Assess service statistics and prepare detailed reports on your findings.
- Develop culture of continuous improvement focused on enhancing the end to end customer experience whilst ensuring processes, procedures and people remain compliant.

Customer Service Representative

12/2019 - 07/2020

UX Centers

Borg Al-Arab, Egypt

Global outsourcing service provider

- Respond to customer service issues in a timely manner.
- Care processes and customer satisfaction and retention.
- Produced and submitted weekly reports outlining progress against KPI objectives.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record.

Customer Service Entrepreneur

08/2018 - 08/2018

Attijawafa bank Egypt

Alexandria, Egypt

Banking

Customer Service Entrepreneur

07/2018 - 07/2018

Banque Misr

Alexandria, Egypt

Banking

Administrative Assistant

10/2017 - 04/2018

TreeHouse Nursery

Alexandria, Egypt

Educational Institute

LANGUAGES

Arabic	Native	●●●●●
French	Proficient	●●●●●
English	Proficient	●●●●●
Spanish	Beginner	●●●●●

STRENGTHS

- 💎 Conflict Management
- 💎 Data Analysis
- 💎 High Coaching Skills
- 💎 Strategic planning
- 💎 Ground Handling - Airports

SKILLS

- Decision Making · High MS skills ·
- Team Work · Adaptability ·
- Problem Solving ·
- High Communication Skills ·
- Leadership Skills · Computer Skills ·
- Multi-Tasking · Time Management

PASSIONS

- 💎 Soccer
- 💎 Padel
- 💎 Singing
- 💎 Travel
- 💎 Languages
- 💎 Upper Management Skills

EDUCATION

Bachelor Degree

09/2015 - 07/2019

Applied languages, information & communication, Faculty of Arts, Alexandria University.

National High School

09/2001 - 06/2015

Sainte Jeanne Antide

Delf B2

2013

French Institute (centre culturel Français)