



Shereen Etman

Nationality: Egyptian **Date of birth:** 23/05/1994 **Gender:** Female

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Home: Cairo (Egypt)

ABOUT ME

I'm a 29 years old Field Service Representative, with experience in Digital Marketing, based in Cairo, Egypt. With ambition and dedication I put forward in everything I do.

WORK EXPERIENCE

Field Service Representative

GlobeMed Egypt [01/04/2022 – 04/07/2023]

City: Cairo

Country: Egypt

- Scheduling appointments with clients, and coordinating with the team to ensure that the necessary resources and personnel are available for each appointment.
- Maintaining accurate records of client interactions, including notes on their service requests, any issues or concerns they raise, and any resolutions or follow-up actions taken.
- Compiling data and preparing reports on the team's performance, client satisfaction, and other key metrics.

Call Center

GlobeMed Egypt [05/07/2020 – 31/03/2022]

City: Cairo

- Documenting and collecting data of patients' or customers' complains and reporting them to higher authority, to ensure fulfillment of requested inquiries.
- Communicating regularly with the team and supervisors to ensure that everyone is up-to-date on the latest developments and any changes to schedules or service requests.

Reception Manager

Al Assema Hospital [01/07/2019 – 04/07/2020]

City: Dokki

Country: Egypt

- Coordinating with other departments within the hospital to ensure that information is communicated effectively and that patients receive the necessary support.
- Responsible for ensuring compliance with regulatory requirements, as maintaining confidentiality of patient information and adhering to privacy regulations.
- Managing patient flow, ensuring that patients are checked in and out efficiently, managing patient wait times, and coordinating with other departments to ensure that patients receive timely and appropriate care.

Reception Supervisor

Ibn Sina Hospital [01/12/2018 – 01/07/2019]

City: Dokki

Country: Egypt

- Overseeing the work of receptionists, providing guidance and support, and ensuring that they are meeting performance expectations.
- Managing patient inquiries, as answering questions about hospital services, scheduling appointments, and providing information about hospital policies and procedures.
- Conducting performance evaluations of receptionists and providing feedback to help them improve their performance.

Store Manager

WE Telecom Egypt [01/12/2017 – 01/12/2018]

City: Giza

Country: Egypt

- Responsible for managing the inventory of the store, ensuring that the stock is up-to-date, and forecasting the demand for products.
- Responsible for managing the staff of the store, including scheduling and supervising employees.
- Responsible for creating and submitting reports to upper management, including sales reports, financial reports, and performance reports.

EDUCATION AND TRAINING

Bachelor of Arabic Language, Science, and Islamic Studies

Dar El-Uloom College, Cairo University

City: Giza

Country: Egypt

Website: <http://darelom.cu.edu.eg/>

Diploma of Digital Marketing

Global Academy

Address: Al- Motamayez district, 26th of July corridor, 6th of October, Giza, Egypt., 12566 Cairo (Egypt)

LANGUAGE SKILLS

Mother tongue(s): **Arabic**

Other language(s):

English

LISTENING B2 READING B2 WRITING B1

SPOKEN PRODUCTION B2 SPOKEN INTERACTION B1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Microsoft Word / Microsoft Powerpoint / Microsoft Office / Google Drive / Social Media / Instagram / Facebook / Microsoft Excel

MANAGEMENT AND LEADERSHIP SKILLS

Leadership Skills

From the experience I've gained through my work as a manager and supervisor.

Strategic Planning & Thinking

From the experience I've gained through my work as a manager.

Adaptability

Used to working under different circumstances and changes with no difficulties.

Customer Relationship Management

From past work experiences.

Sales Skills

Good understanding of sales principles and techniques, and able to identify sales opportunities, develop sales strategies, and close deals.

COMMUNICATION AND INTERPERSONAL SKILLS

Communication & Negotiation

From the experience I've gained through my work as a manager and sales.

Public Speaking

From the experience I've gained through my work as a manager.

I've talked in front of many people a lot, either during presentations or front desk interactions, or in phone calls.