



# NAGLAA ELBELTAGY

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📍 Mansoura , Egypt

## EDUCATION

Bachelor of Medicine  
and Surgery

Mansoura University  
2018 - 2023

## SKILLS

- Communication. ...
- Active listening. ...
- Technical knowledge. ...
- Patience. ...
- Problem-solving
- Typing speed.
- Typing accuracy.
- Communication skills.
- Time management.
- Attention to detail

## LANGUAGES

- Native arabic
- Advanced English

## ABOUT ME

Dynamic and progressive Operation Executive with strong communication skills and a proven competency for relationship building and first-rate customer relationships. Excellent organizational and time management skills. Ability to understand the complexities of tasks, change priorities, and meet deadlines. Ensure exceptional customer service standards and maintain clients' satisfaction by answering clients' queries fulfill needs.

## WORK EXPERIENCE

### CUSTOMER SERVICE

#### ENGLISHER

- Responsible to answer all inquiries ensuring that every customer is served in an efficient, thorough and courteous manner.
- Responsible to ensure all required tasks are completed accurately and within given time frames.
- Completing calls & emails in a manner that maintains quality and quantity.
- Handling daily correspondence. Responds to inquiries and makes reservations if needed.

## COMPUTER SKILLS

Microsoft Excel

Power point

Slide presentation.

Google Sheets