

MARIAM REFAAT

C U S T O M E R S U P P O R T
S P E C I A L I S T

CONTACT

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SUMMARY

Customer service professional with a background in consumer abuse protection at Amazon and experience as a behavior therapist for individuals with autism. Holds a degree in Special Education and brings strong problem-solving skills, critical thinking, and a calm, patient approach to every challenge.

SKILLS

PROFESSIONAL

- Empathetic
- Multitasker
- Team player
- Time Management
- Interpersonal Skills
- Effective Communication

WORKING EXPERIENCE

CUSTOMER SERVICE AGENT

- **Amazon** | Sep 2023 - Mar 2024
 - Investigated suspicious customer activity to detect and prevent policy violations, fraud, and abuse across Amazon platforms.
 - Reviewed and analyzed customer accounts using internal tools to ensure compliance with Amazon's policies and procedures.
 - Collaborated with internal teams to escalate complex cases, resolve issues efficiently, and protect the integrity of the Amazon marketplace.

BEHAVIOR THERAPIST

Egyptian autistic society | 2023

- **MISR UNIVERSITY FOR SCIENCE AND TECHNOLOGY**
 - Bachelor in Special Education
 - September 2018 - June 2022
- **Egyptian autistic society** | 2023
 - conducted individual and group therapy sessions for children with autism, utilizing evidence-based interventions to improve social skills, communication, and behavior.
 - Conducted systematic observations of children with autism and ADHD, resulting in the identification of key behavior patterns and contributing factors for treatment plans.
 - Collaborated with parents, teachers, and other professionals to provide ongoing support and training, resulting in improvements in parent-child interactions

EDUCATION

MISR UNIVERSITY FOR SCIENCE AND TECHNOLOGY

Bachelor in Special Education

September 2018 - June 2022