

Amira Nabegh Fouad

Assiut, Egypt | (+20) 128 189 0532 | amiranabegh771@gmail.com

LinkedIn: <https://www.linkedin.com/in/amira-nabegh-4b70871b3>

Professional Summary

Highly motivated and certified **Customer Service** and **Training Professional** with proven expertise in onboarding, and customer engagement within a multinational environment. Adept at designing and delivering high-impact training programs, proficient in **Oracle/Siebel systems**, and skilled in supporting diverse business functions. Recognized for exceptional adaptability, problem-solving, and a strong ability to drive performance improvements and enhance customer satisfaction.

Professional Experience

Certified Trainer

Orange Egypt | Feb 2025 – Present

- Achieved official Orange Trainer certification after successfully completing two intensive Training of Trainers (TOT) programs.
- Delivered comprehensive induction programs to over 20 new hires per session, consistently receiving excellent managerial feedback on trainee performance and readiness.
- Designed and conducted specialized training modules covering technical skills (Orange services, products, internal systems) and personal development, including call center fundamentals.
- Provided hands-on training on Oracle-based systems (Siebel), significantly reducing new joiner ramp-up time and ensuring rapid operational readiness.
- Implemented and led training on customer supremacy and service excellence, directly contributing to a measurable increase in service quality and improved customer satisfaction scores.

Customer Service Representative

Orange Egypt | Jul 2023 – Present

- Resolved an average of 50+ customer inquiries daily, consistently maintaining over 90% customer satisfaction ratings.

- Selected as an on-floor team assistant within 6 months, providing critical support to colleagues and facilitating the onboarding of new joiners.
- Entrusted with multiple operational tasks beyond core responsibilities, demonstrating strong reliability and capability.
- Managed and de-escalated complex customer complaints, successfully reducing churn rates and preserving customer loyalty.
- Adapted communication strategies to effectively address diverse customer needs in a high-volume, fast-paced environment.

Volunteering Experience

Head of HR Committee

Student Activity | Aug 2022 – Feb 2023

- Led the successful recruitment and selection of 30+ student members across various departments, managing the entire hiring lifecycle.
- Developed and implemented comprehensive onboarding templates and training manuals for new joiners, ensuring smooth integration.
- Designed and introduced feedback and evaluation mechanisms that significantly boosted member engagement and performance.

HR Team Leader

Student Activity | Oct 2021 – Jun 2022

- Coordinated a team of 10+ HR members to efficiently complete hiring and onboarding tasks.
- Conducted regular performance reviews and tracked progress of new members, providing constructive feedback and support.

HR Member

Student Activity | Feb 2020 – Aug 2021

- Participated actively in interviews, profile screening, and team-building activities.
- Developed and strengthened interpersonal and evaluation skills through practical application.

Internships & Training

- **Customer Supremacy** – Orange, Egypt.
- **Customer Experience Trainee** – Pharma Overseas | Aug – Sep 2022

Gained practical experience in digital marketing, client interaction, and CV screening.

- **Banking & Financial Inclusion Intern** – CIB Bank | Jul – Aug 2022
Explored concepts in financial inclusion and startup financing.
- **Principles of Banking Training**
Egyptian Banking Institute & Central Bank of Egypt

Education

Bachelor of Commerce – Accounting

Assiut University | Grade: Very Good

Skills

- Customer Service: Complaint Handling, Customer Relations, Service Excellence, CRM Software (Oracle/Siebel)
- Technical Skills: Microsoft Office Suite (Excel, Word, PowerPoint), Oracle (Siebel), Data Analysis, Presentation Delivery
- Soft Skills: Problem Solving, Adaptability, Communication, Team Leadership, Evaluation, Feedback Mechanisms, Time Management

Languages

- Arabic: Native
- English: (B2+)