

Rana Samah

Account Manager | Client Relations & CRM | HR Enthusiast

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Professional Summary

Dynamic and client-focused Account Manager with strong experience in customer relations, sales leadership, and CRM systems. Proven ability to increase customer satisfaction, manage client portfolios, and coordinate cross-functional teams. Currently expanding expertise in HR and people development to enhance client and employee engagement.

Professional Experience

Account Manager – shgardi App (KSA)

2024 – Present

- Manage and grow client accounts, ensuring satisfaction and retention.
- Coordinate with operations and marketing to enhance customer engagement.
- Track performance reports and lead improvement initiatives.

CRM Specialist – Nashmi (Partner with Shaqardy)

2023 – 2024

- Maintained and optimized CRM databases to improve client tracking and communication.
- Analyzed client feedback to enhance service quality and experience.

Team Leader – Sales, shgardi

2022 – 2023

- Led a team of telesales representatives to achieve monthly targets.
- Coached and motivated team members, increasing performance by 25%.

TeleSales Representative – shgardi

2021 – 2022

- Handled inbound and outbound calls to promote company services.
- Built strong customer relationships and achieved consistent sales growth.

Customer Service – English 4 Us

2018 – 2020

- Responded to customer inquiries and ensured a positive service experience.
- Collaborated with the operations team to improve workflow efficiency.

Radio Presenter – Radio Mast

2017 – 2019

- Hosted interactive radio programs and interviews with guests.
- Contributed to content development and on-air presentation.

Journalist – Al Watan Newspaper

2017 – 2018

- Wrote and edited news articles for the politics and community sections.
- Conducted interviews and produced engaging reports under tight deadlines.

Education

Bachelor's Degree in Mass Communication – Journalism Major

Graduated with Excellent Grade with Honors, 2021

Key Skills

- Account Management & Customer Relations
- CRM Systems & Data Analysis
- Team Leadership & Sales Strategy
- HR & People Development (in progress)
- Microsoft Office (Excel, Word, PowerPoint)
- Communication & Problem-Solving