

# Rana Fathi

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## Personal Summary

Psychology major with a strong understanding of human behavior, motivation and social dynamics. Intrinsically people-oriented, perceptive, analytical, conscientious, perfectionistic and passionate - with high standards for every project I put my mind to. Experienced in customer service, conflict resolution, working under extreme pressure, interviewing and effective communication. I value objectivity, mutual understanding, and emotional intelligence. I aspire to be part of and contribute to a multicultural, dynamic, diverse and inclusive organization.

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## Professional Experience

### Customer Service Representative

Intelcia • Cairo, Egypt

08/2024 - 06/2025

- Resolved billing and service escalations for Optimum USA business customers.
- Handled a wide range of B2B customer inquiries, service disruptions and escalations with a balanced emotional-intelligence and solution-focused approach.
- Four months of consistent KPI achievement.
- Handled 40+ calls daily with unwavering empathetic support and persistence to solve customers' issues.

### Preschool Teacher

Trillium Montessori School • Cairo, Egypt

01/2024 - 05/2024

- Guided children through early development and learning activities -eg: velcro board, puzzles, alphabet cards, sorting objects and colors, pattern recognition activities- to support their motor and cognitive development.
  - Observed and monitored children during playtime hours.
  - Kept documented track of each student's progress and halts, with monthly meetings with parents to discuss updates.
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## Skills

Bilingual, Time management, Communication skills, Customer service, Microsoft word, Interviewing, Conflict Resolution, Active Listening

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## Education

### Bachelor's Degree in Psychology

The British University in Egypt • Cairo, Egypt

06/2023

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## Certificates

Currently pursuing the HRCI certification