

# Marwa Mohamed El-Mallah

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A faculty of Arts Geography department graduate with a strong academic background and motivation to achieve challenging targets in a variety of working environments. Able and willing to contribute effectively to a team framework, an excellent communicator and negotiator with the ability to build successful relationships with clients and provide them with a high-quality service, ambitious, responsible and reliable person.

## Customer Care Advisor at Orange Company

March. 2024 – Recent.

- Job title:** Customer Care Advisor for Orange
- Department:** Customer Care
- Job Description:** Answered customer inquiries and resolved issues efficiently for multiple client segments.  
Conducted customer satisfaction follow-up tasks to evaluate feedback and understand reasons behind customer ratings.  
Supported and mentored newly hired advisors during onboarding and training.
- Key Achievements:** Helped identify recurring issues via satisfaction tracking to improve service strategies.  
Acted as a mentor to new hires, enhancing team performance and reducing onboarding time.

## Customer Care Advisor at Etisalat Misr Company

March. 2022 – Dec. 2023

- Job title:** Customer Care Advisor for Etisalat Misr
- Department:** Customer Care
- Job Description:** Help customers through problems and provide adequate answers to all questions for different segments like Math & Youth, Young and High Value also supporting DQ.
- Key Achievements:** Reduced escalation rates by solving issues quickly and efficiently.  
Recognized for maintaining high customer satisfaction scores

## Customer Service Agent at Business International Company

Nov. 2021 – March. 2022

- Job title:** Customer Service Agent for Etisalat Misr.
- Job Description:** Follow up with customers to register their number and pay the annual renewal fees.

<b>Receptionist and Doc. assistant at El Mahrousa Hospital</b>		Jan. 2019 – Oct. 2019
<b>Job title:</b>	Receptionist, Doctor Assistant and data entry.	
<b>Job Description:</b>	Responsible for hospital reception, assisting doctors through recording and maintaining patient data records.	
<b>Professional Make-up Artist</b>		Oct. 2016 – Present
<b>Job title:</b>	Makeup artist.	
<b>Job Description:</b>	applying makeup and prosthetics on others for weddings, celebrations, fashion, modeling and other similar events.	
<b>Census Mapping Researcher at CAPMAS</b>		March 2013 – March 2016
<b>Job title:</b>	Researcher	
<b>Department:</b>	GIS at Central Agency for Public Mobilization and Statistics.	
<b>Job Description:</b>	Responsible for census-taking, mapping, data capturing and editing in Suez governorate.	
<b>Income, Expenditure and Consumption researcher at CAPMAS</b>		Jan. 2014 – Feb. 2015
<b>Job title:</b>	Researcher	
<b>Department:</b>	Central Agency for Public Mobilization and Statistics	
<b>Job Description:</b>	Data-taking for Income, Expenditure and Consumption research.	

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## Qualifications: -

**Bachelor of Arts in Geography department**, women's faculty at Ain Shams university.

**Grade:** C degree.

**Graduation year:** May 2012.

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## Technical Skills: -

- **Geographic Information Systems (GIS):** Which provides the ability to capture, store, manipulate, analyze, manage, and present all types of geographical data.
- **Introduction course in GIS**, studied in Ain Shams University, 2011.
- **Corel DRAW Graphics Suite:** used for designing and printing maps.
- **Corel DRAW Graphics course**, studied at Ain Shams University, 2012.
- **Adobe Photoshop and Illustrator**, studied at Art House Academy, 2017
- **General computing knowledge and Word processing:** with very good experience with Microsoft Windows and word processing.

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## **Soft Skills: -**

### **Acting as a Team Player:**

- Work well in groups, Cooperative and able take a leadership role when appropriate.

### **Working Well Under Pressure:**

- Able to handle the stress that accompanies deadlines and crises, Able to do best work and come through in a pinch.

### **Time Management Abilities:**

- Know how to prioritize tasks and work on a number of different projects at once, able to use time on the job wisely.

### **Problem-Solving Skills:**

- Resourceful and able to creatively solve problems that will inevitably arise.

### **Training for customer-centricity, studied in Etisalat Misr.**

- Customer centricity is the ability of people in an organization to understand customers' situations, perceptions, and expectations.
  - Customer centricity demands that the customer is the focal point of all decisions related to delivering products, services and experiences to create customer satisfaction, loyalty and advocacy.
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## **Personal Details: -**

**Languages:** Arabic, English.

**Martial state:** Single

**Date of birth:** 27/9/1990

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## **Interests:**

- Photography.
  - Drawing.
  - Traveling.
  - Reading.
  - Surfing the Internet.
  - Watching Movies.
  - Playing Video Game.
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**References:** available upon request.