

Radwa Talaat

Personal Information:

Address: Haram– Giza

Mobile:(+2012)12142421

Date of Birth: March,15,1997

Nationality: Egyptian

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Career objective: A challenging position in a well-established fast growing organization where I can contribute my skills and experience, broaden my knowledge as well as participate in a positioning team and a good environment for the mutual growth and development of both the organization and myself.

Education:

College: Licentiate of law from Cairo University

Graduation year: 2019

Grade: Good

Work experience:

Customer Success Specialist – Telda

January 2023 - Current

- Responsible for providing outstanding customer support to our users, ensuring high levels of customer satisfaction.
- Responsible for answering user inquiries via email, chat support and social media, investigating user issues, and resolving user inquiries in a timely and efficient manner.

Operational Retailer Specialist – Maxab

July 2022 – December 2022

- Monitored overall Suppliers' performance metrics to ensure their compliance with operational standards.
- Improved operational efficiency of suppliers by making sure we delivered the best service to customers.
- Maintained relationship with suppliers and resolved issues between retailers, suppliers and company.
- Be in regular touch with the supply account and ensure necessary support required is provided on time.
- Monitored daily operational activities (delayed deliveries, cancellation rate, and delivery rate) and report detailed analysis attached to action items.
- Interacted with customers if needed, answer questions, and resolved issues.

Customer experience agent – Capiter

January 2022 – June 2022

- Solve customer issues by developing expertise in relevant product areas and by learning to troubleshoot a diverse range of customer issues.
- Maintained resources and knowledge base to improve the accuracy of the support we provide to customers.
- Provide and respond to feedback about any aspect of the job or its duties Suggest products and services to clients based on the requests and needs.
- Answer inbound calls or generate outbound calls in some cases cold calling to follow up on orders.

Community support specialist – Capiter January 2021 – December 2021

- Establishing strong relationships and dealing with customer needs on a daily basis in a timely and accurate to ensure customer satisfaction.
- Identifying customer needs and helping customers use specific feature and about new functionalities.
- Follow up with customers to ensure their technical issues are resolved
- Ensure orders packing, shipping, arrival to each merchant

Quality Activation Member – Capiter July 2020 – December 2020

- Monitored Sales promoters visits and tasks and investigating in fake orders and fraud cases and maintained continuous coordination between the sales and the merchants and the suppliers.

Corporate customer service representative – Orange October 2019 – May 2020

- Answered corporate customer telephone calls promptly to avoid on-hold wait times while maintaining customer satisfaction.

Training and Courses:

- **HR Certificate – Ongoing – American University in Cairo.**

Successfully completed the following foundational HR functions as part of the program:

- **Recruitment & Selection**
Learned how to conduct job analysis, create job descriptions, apply sourcing strategies, screen candidates effectively, and support onboarding processes.
 - **Organizational Behavior**
Gained understanding of motivation, leadership styles, team dynamics, and how organizational culture impacts performance and productivity.
 - **Employee Relations & Labor Law**
Studied Egyptian Labor Law (Law No. 12/2003), grievance handling, disciplinary procedures, and legal compliance in employee relations.
 - **Compensation & Benefits**
Explored compensation structures, job evaluation methods, social insurance basics, and how to align rewards with employee performance.
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- **Former HR trainee at Gupco.**
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Skills:

- Critical Thinking
 - Problem Solving
 - Customer Relationship
 - Self-Motivation
 - Continuous Learning
 - Great Communication skills
 - Great Negotiation Skills
 - Excellent Use of Microsoft Office Programs
 - Efficiency and Effectiveness
 - Planning and Organizing
 - Great Interactive skills
 - Patience and Empathy
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Languages:

Arabic: Mother Tongue (Read, Written and Spoken)

English: Excellent (Read, Written and Spoken)