

MARIAM

REFAAAT

CUSTOMER SUPPORT

SPECIALIST

CONTACT

- +201097569112
- mariamrefaat1999@gmail.com
- Pyramids Gardens, Giza

SUMMARY

Customer service professional with a background in consumer abuse protection at Amazon and experience as a behavior therapist for individuals with autism. Holds a degree in Special Education and brings strong problem-solving skills, critical thinking, and a calm, patient approach to every challenge.

SKILLS

PROFESSIONAL

- Empathetic
- Multitasker
- Team player
- Time Management
- Interpersonal Skills
- Effective Communication

EDUCATION

- MISR UNIVERSITY FOR
SCIENCE AND TECHNOLOGY

Bachelor in Special Education

September 2018 - June 2022

WORKING EXPERIENCE

CUSTOMER SERVICE AGENT

- Amazon

Sep 2023 - Mar 2024

 - Investigated suspicious customer activity to detect and prevent policy violations, fraud, and abuse across Amazon platforms.
 - Reviewed and analyzed customer accounts using internal tools to ensure compliance with Amazon's policies and procedures.
 - Collaborated with internal teams to escalate complex cases, resolve issues efficiently, and protect the integrity of the Amazon marketplace.
- BEHAVIOR THERAPIST

Egyptian autistic society | 2023

 - conducted individual and group therapy sessions for children with autism, utilizing evidence-based interventions to improve social skills, communication, and behavior.
 - Conducted systematic observations of children with autism and ADHD, resulting in the identification of key behavior patterns and contributing factors for treatment plans.
 - Collaborated with parents, teachers, and other professionals to provide ongoing support and training, resulting in improvements in parent-child interactions