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

Customer Care Advisor at Etisalat Misr Company

March. 2022 – Dec. 2023

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

Customer Service Agent at Business International Company

Nov. 2021 – March. 2022

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

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

Qualifications: -

Bachelor of Arts in Geography department, women's faculty at Ain Shams university.
Grade: C degree.
Graduation year: May 2012.

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.

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

Interests:

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