

Mona Abbady Customer Success Specialist

 monyskystars@gmail.com

 01090905621

 Cairo, Egypt

 Mona Abbady

Profile

Dynamic professional with experience in **HR, Customer Success, and Life Insurance Planning**. Skilled in employee relations, client engagement, and financial solutions, I combine strong people-focused and analytical abilities to drive satisfaction, trust, and organizational growth.

Professional Experience

- 07/2024 – Present **Customer Success Specialist**
Cairo, Egypt *Teleperformance EG*
 - Provide customer support and issue resolution to ensure high satisfaction and retention.
 - Manage client inquiries with professionalism, achieving performance and service KPIs.
 - Foster positive customer experiences by addressing concerns and promoting suitable solutions.
 - Ensure all information is provided to the team.
 - Resolve and handle all client inquiries and objections.
 - Report work and challenges to the Operations Manager to facilitate.
 - Distributing the tasks to the team to adhere to the deadlines.
- 01/2023 – 08/2023 **Life Insurance Planner**
Cairo, Egypt *Arope Life Insurance*
 - Advised clients on tailored life insurance and investment solutions based on financial needs.
 - Developed personalized insurance plans to support long-term financial security.
 - Built trust-based relationships with clients through clear communication and strategic planning.
- 2016 – 2018 **HR Generalist**
Cairo, Egypt *Top Service Telecommunication Contracting*
 - Conducted initial interviews and candidate screening to support the recruitment process.
 - Prepared and managed job descriptions and employment offers.
 - Assisted in the selection and onboarding of new hires, ensuring compliance with company policies.

Education

- 2009 – 2013 **Bachelor of Arts, Sociology**
Cairo, Egypt *Cairo University*
 - GPA: Fiar

Languages

- | | |
|---------------|-----------------|
| Arabic | English |
| Native | B1 - Proficient |

Skills

HR & Administration Skills

- Recruitment & Selection
- Employee Relations
- Onboarding & Training
- HR Policies & Compliance
- Performance Management
- Organizational Support



Customer Success & Support Skills

- Client Relationship Management
- Customer Retention & Engagement
- Problem Solving & Issue Resolution
- Service Level Agreement (SLA) Adherence
- CRM Tools
- Communication & Interpersonal Skills



Core Competencies

- Time Management
- Adaptability & Flexibility
- Analytical & Critical Thinking
- Team Collaboration
- Attention to Detail



Insurance & Financial Planning Skills

- Life Insurance Planning
- Financial Needs Assessment
- Risk Analysis & Advisory
- Client Portfolio Development
- Trust-Building & Negotiation



Courses

07/2025 – Present

Cairo, Egypt

Artificial Intelligence in Human Resources

Brooklyn Academy

Studied the integration of **Artificial Intelligence in HR**, including AI-driven recruitment, candidate screening, performance management, and data-driven decision-making to enhance efficiency and employee experience.

Cairo, Egypt

Diploma in Human Resources Management

CTC Academy

Focused on recruitment, employee relations, and organizational support. Skilled in interviewing, onboarding, and developing HR processes to enhance workplace efficiency and employee satisfaction