

Mona Abbady

Customer Success Specialist

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☎ 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 Cairo, Egypt	Customer Success Specialist <i>Teleperformance EG</i> <ul style="list-style-type: none">• 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 Cairo, Egypt	Life Insurance Planner <i>Arope Life Insurance</i> <ul style="list-style-type: none">• 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 Cairo, Egypt	HR Generalist <i>Top Service Telecommunication Contracting</i> <ul style="list-style-type: none">• 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 Cairo, Egypt	Bachelor of Arts, Sociology <i>Cairo University</i> <ul style="list-style-type: none">▪ GPA: Fiar
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Languages

Arabic Native	English B1 - Proficient
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Skills

HR & Administration Skills ● ● ● ● ●	Customer Success & Support Skills ● ● ● ● ●
<ul style="list-style-type: none">Recruitment & SelectionEmployee RelationsOnboarding & TrainingHR Policies & CompliancePerformance ManagementOrganizational Support	<ul style="list-style-type: none">Client Relationship ManagementCustomer Retention & EngagementProblem Solving & Issue ResolutionService Level Agreement (SLA) AdherenceCRM ToolsCommunication & Interpersonal Skills
Core Competencies ● ● ● ● ●	Insurance & Financial Planning Skills ● ● ● ● ●
<ul style="list-style-type: none">Time ManagementAdaptability & FlexibilityAnalytical & Critical ThinkingTeam CollaborationAttention to Detail	<ul style="list-style-type: none">Life Insurance PlanningFinancial Needs AssessmentRisk Analysis & AdvisoryClient Portfolio DevelopmentTrust-Building & Negotiation

Courses

07/2025 – Present Cairo, Egypt	Artificial Intelligence in Human Resources <i>Brooklyn Academy</i> 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 <i>CTC Academy</i> Focused on recruitment, employee relations, and organizational support. Skilled in interviewing, onboarding, and developing HR processes to enhance workplace efficiency and employee satisfaction