**Amira Diefallah Mahmoud Mohamed**

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**Objectives:**

I currently aim to receive a job in a reputable organization where I can apply and further enhance my experience and skills. Moreover, seize the same opportunity to expand my interpersonal skills and become more familiar with social relations at a workplace environment. I, as well, intend to provide my utmost contribution, as limited as this may be, to the place where I work with as I believe this will be of mutual benefit and experience.

**Education:**

* Graduated from Mass Communication (English Section) Major Radio and TV –Cairo University 2011

Overall Grade: (Very Good)

* Graduated from Dar El-tarbya Language School (class 2007)

**Work experience:**

**Senior Business Analyst in Raya contact Center**

**Since Jan 2018 till Present**

* Finding out issues and trying to analyze data to find out issue root cause and recommending required actions to help solving it

**Senior Quality Assurance in General Motors Middle East Customer Communication Center (Raya Contact Center)**

**Since Jan 2013 till December 2017**

* Continuously Monitor Sample of the Agents’ Transactions (Sales ,Aftersales , Social media and Chat)
* Reporting Figures and analyze data to Find out areas of improvement and setting action plan accordingly
* Coordinating With the client to achieve the Company Goals

**Account advisor in General motors Middle East Aftersales department.**

**(April 2012- December 2012)**

* Handel Customers complaints
* Finding out the most sufficient solutions and taking required actions as per our Process

**Training in Nissan Motor Egypt in marketing department**

**(July 2011- September 2011)**

* Develop new and creative ideas for marketing
* Coordinating with sales department to achieve company goals.

**Head Public Relations and marketing in SIFE ( Students In Free Enterprise)**

**October 2010- October 2011**

* Created a campaign for illegal immigration (قوارب المجهول) in 2011
* Created a campaign for promoting tourism in Egypt in 2011.
* Created a campaign for reducing water consumption in 2011 (نقطة حياة).

**Training in Elmehwar channel in script writing in August 2009.**

**(August 2009-November 2009)**

**Achievements:**

* Won RAC (Raya Achievement Club) For the year 2014
* As Part of SIFE Cairo University Won National competition 1st Place in 2011.

**Trainings and Courses**

* SDP (supervisory Development Program) Provided by Dale Carnegie.
* LMS Course Certificate from General Motors Academy Middle East
* Managing Business for Customers Certificate from General Motors Academy
* Tech for non – tech training from General Motors Academy
* Advanced Excel training

**Technical Skills**

* Excellent computer skills (MS word, Excel, and PowerPoint)
* Sprinklr (Social Media tool)
* Oracle SRM (Social Media tool)
* Spread Fast (Social Media tool)
* Oracle Right now (Chat tool)

**Personal Skills:**

* Able to work under pressure and meet deadlines.
* Excellent communication skills.
* Team work capability besides having the ability to achieve noticeable results in individual assignment.
* Innovative, Persuasive and Creative.
* Ethical, Disciplined and self directed.
* Responsible, hard worker, organized and multi-task oriented.
* Teachable and a fast learner.

**Languages:**

* Arabic: Mother tongue.
* English: Excellent written and spoken.
* French: Fair

**Personal Information:**

* Date of birth : August, 19, 1989
* Nationality : Egyptian.
* Religion : Muslim.
* Marital Status : Married with Children.