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| ghada Abdel kerim  El-Ashgar Compound, 6th October Giza · Cell Phone:01224436169  Gabdelkerim11@gmail.com |
| Customer support Consultant with more than 10 years experience in Mobile Network business, result oriented decisive leader who maintains high quality standards to meet challenges of this fast paced, high turn-over industry. Multitasking with ability to thrive in fluid environments while remaining pragmatic and focused. Highly ethical, trustworthy, and discreet. |

# Experience

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| **Jan 2018- May 2018**  **People operations specialist (outsource),** door dash company, Texas  - Responsible for inputting new hires to HR system, and processing all compliance documentation and employment verification with 100% accuracy. - Provide data entry support in the system and handle employee information with thought, sensitivity and care.Dec 2013– Dec 2016Team leader, complaint handling department, **Orange mobile network (formerly Mobinil)**  * Provides daily direction and communication to team members so all complaints are answered in a timely, efficient and knowledgeable manner. * Provides continual evaluation of processes and procedures. * Responds to and resolves employee relations issues expressed by team members. * Creates and maintains a high-quality work environment so team members are motivated to perform at their highest level. * Assists the manager with daily operation to include the development, analyses and implementation of staffing, training, telemarketing, scheduling and reward/recognition programs. |
| March 2011– Dec 2013Sr. Specialist complaint handling department, **orange mobile network (formerly mobinil)** - Resolve customer complaints via phone, Email or social media.  - escalating problems and providing relevant feedback to the right channels.  - communicating with other customer service sub-division to answer all relevant customers inquiries/ complaints.  - work with higher management to ensure proper customer service is being delivered.  **May 2008 – March 2011**  **Representative complaint handling department**, orange mobile network (formerly mobinil)  - Communicating with other customer service sub-division to answer all relevant customers inquiries/ complaints.  - Resolve customer complaints via phone, Email or social media.  **DEc 2006- May 2008**  **Representative customer service,** orange mobile network (formerly mobinil)   * Handle customer complaints provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution Keep records of customer interactions, process customer accounts and file documents. * Upsell products and services and capture customer requests through the company dedicated CRM application. |

# Education

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| June 2006bachelor of arts mass and media communication, ain shams university |
| Training courses **Managment Certifications:** Managment fundamentals | Performance Managment& Performance Appraisals | Managing Customer Service Teams | Business coaching | Organizations employee coaching| Giving feedback, Constructive Criticism.  **Customer Service Certifications:** Customer Experience, Customer Relationship Fundamentals.  **Interpersonal communication:** Communicating with confidence, targeting your message |Customer service confrontation and conflict, listening to your customers.  **Other Certificates:** 3G and Beyond | Train the trainer**.** |

# Skills

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| * Excellent communication skills verbal and written. * Ability to pay attention to details. | * Basic computer skills and familiarity with Microsoft office application. * Skilled negotiator to achieve results and reach understanding in the event of the work place conflict. |

# Activities

* Volunteer in organizing team building days in orange community.
* Volunteer in Hudson valley center in US to help and assist Arab children through their daily school day.