

Radwa Mohamed Shaaban

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Email: radwamohamed90@hotmail.com

Location: Sharjah, UAE

UAE Driving License

Languages: Arabic (Native), English (Fluent)

### Professional Summary

Experienced customer service and quality assurance professional with 5+ years in client-facing roles, team leadership, and operational oversight. Proven track record of handling high-volume environments, training staff, and maintaining service excellence. Seeking a full-time role in a dynamic UAE-based organization where I can contribute and grow.

### Key Skills

Customer Service & Client Relations

Team Leadership & Training

Call Center Operations

Quality Assurance & Control

HR Support & Office Administration

Conflict Resolution & Communication

Fluent in Arabic & English

### Professional Experience

Assistant Branch Manager

American Egyptian Academy – Alexandria, Egypt | May 2019 – Dec 2020

Oversaw daily branch operations, ensuring client satisfaction and efficient workflow.

Managed front-desk operations, handled customer inquiries, and followed up with leads.

Supervised administrative staff, delegated tasks, and monitored performance.

Coordinated schedules, maintained student records, and supported HR processes.

Quality Assurance Specialist

International Academy for Advanced Research and Studies – Egypt | May 2018 – May 2019

Conducted service evaluations, audits, and compliance checks.

Supported process improvements and staff training initiatives.

Collaborated across departments to improve customer satisfaction.

#### Customer Service Team Leader

Genio Tech – Alexandria, Egypt | Oct 2015 – Feb 2018

Led a team of customer service representatives, managing daily operations and KPIs.

Delivered onboarding and training programs for new hires.

Maintained strong relationships with clients to ensure service quality.

#### Customer Service Representative

Premium Card Co. – Egypt | Feb 2015 – Aug 2015

Resolved customer issues, processed account updates, and supported service delivery.

#### Education

Bachelor of Law (English Section), Alexandria University – 2015

High School Diploma, El Ekbal National School – Alexandria, Egypt – 2009

#### Certifications & Courses

Advanced English Course – Egyptian American Center

Translation of Petroleum Contracts – Alexandria University

#### References

Available upon request.