

Manar Badr

Egypt

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Objective

Highly motivated and customer-focused Customer Service Representative with 5 years of experience Possess excellent communication and problem-solving skills, as well as a positive and engaging personality. Seeking a role where I can use my skills to provide exceptional service and contribute to the growth of the company.

Experience

- **Three Eyes company for Advertising** 2018 - 2019
Assistant
- **Customer service and secretary** 2019 - 2020
Idea and Imagination
Answer the phone calls and speak with clients
-Dealing with income e-mail or paper
-Coping,saving or printing information
-Supervising administrative services
-Save and archive data which facilitates the process of retrieval when needed
- **Customer service** 2020 - 2021
YouTurn
Manage incoming and outgoing calls in a timely manner.
Follow up with customer's orders/shipments to ensure they are delivered on time and help resolve and issues they might face.
Answer all daily questions/inquiries received through social media (Facebook, Instagram, WhatsApp, email..etc).
Manage incoming and outgoing calls in a timely manner.
Organize Return process and refund for customers wanting to return a order..
Prepare orders and answer clients messages
Handling all clients problems and making sure they are happy
Following up with clients to make sure they have the best experience
Answer clients calls and respond to the customer's requests in a professional manner to ensure the customer satisfaction
- **Customer service and operation manager** 2021 - 2024
HIQ Academy
Working on the customers' database.

Supervising all the customer's & Sales Team queries.
Monitor daily activities of customer service operations.
Maintain customer accounts and records of customer interactions with details of inquiries, complaints, or comments.
Ensure that appropriate actions are taken to resolve customers' problems and concerns.
Use knowledge of a specific product, service, or other assigned area of expertise to answer inquiries or to forward to the appropriate staff

Education

- **Faculty of commerce Tanta university** 2014-2018
Bachelor degree in accounting
Good

Skills

- Communication skills
- Creativity
- Leadership
- Presentation skills
- Teamwork
- Time management
- Ability to manage stress
- Ability to multitask