

Dina Abd El Sattar

GENERAL INFO

Full Name: Dina Sobhy Abd El Sattar
Date of Birth: 20th of January 1990
Nationality: Egypt
Marital Status: Married
Location: New Cairo, Cairo, Egypt



CONTACT INFO

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PROFESSIONAL EXPERIENCE

Jan 2020 to Present
(4 years and 8 months)

Customer Service Specialist at Al Mokhtabar Laboratories Cairo, Egypt

Industry: Healthcare and Medical Services. Company Size: More than 1000 employees

- Respond to customer queries in a timely and accurate way, via phone, email or chat
- Identify customer needs and help customers use specific features
- Analyze and report product malfunctions (for example, by testing different scenarios or impersonating users)
- Update our internal databases with information about technical issues and useful discussions with customers
- Monitor customer complaints on social media and reach out to provide assistance
- Share feature requests and effective workarounds with team members
- Inform customers about new features and functionalities
- Follow up with customers to ensure their technical issues are resolved
- Gather customer feedback and share with our Product, Sales and Marketing teams
- Assist in training junior Customer Support Representatives

Jan 2018 to Dec 2019
(1 year and 11 months)

Call Center Agent at Xceed Cairo, Egypt

Industry: Telecommunications. Company Size: More than 1000 employees

- Take customer calls and provide accurate, satisfactory answers to their queries and concerns
- De-escalate situations involving dissatisfied customers, offering patient assistance and support
- Call clients and customers to inform them about the company's new products, services and policies
- Guide callers through troubleshooting, navigating the company site or using the products or services
- Review customer or client accounts, providing updates and information about billing, shipping, warranties and other account items
- Collaborate with other call center professionals to improve customer service
- Help to train new employees and inform them about the company's customer management policies

Jan 2014 to Oct 2016
(2 years and 9 months)

Call Center Agent at Olympic Group
Cairo, Egypt

Industry: Electronics and Semiconductors. Company Size: 501-1000 employees

- Manage large amounts of inbound and outbound calls in a timely manner
- Follow communication “scripts” when handling different topics
- Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives
- Seize opportunities to upsell products when they arise
- Build sustainable relationships and engage customers by taking the extra mile
- Keep records of all conversations in our call center database in a comprehensible way
- Frequently attend educational seminars to improve knowledge and performance level
- Meet personal/team qualitative and quantitative targets

EDUCATION

2008 - 2011 **Accounting in Finance**
New Cairo Academy, Egypt

LANGUAGES

- Arabic: Fluent.
- English: Advanced.

SKILLS

- Advanced in Customer Service, Customer Support, Client Support, Call Center and Reception.