



Sarah Girgis

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Home: Dubai, Dubai internet city, (United Arab Emirates)

ABOUT ME

Seeking a challenging position in a reputed organization where I can improve my skills, expand my knowledge, and leverage my learnings.

WORK EXPERIENCE

Executive secretary

Opera Consultants [01/09/2021 – 01/01/2022]

City: Cairo

Country: Egypt

1. Helping to make clients 100% satisfied.
2. Managed all client's meetings.
3. Answer customers inquiries in person and over the phone

Live chat agent

Etisalat UAE - Smiles Application [01/03/2022 – 01/06/2022]

City: Cairo

Country: Egypt

1. Answer to all questions from the customer through the chat
2. Follow up with the restaurants until the food delivered to the customers
3. Follow up with the customers about the ETA for the food and compensation in case of the delay
4. Make outbound calls if the chat dropped from the customer
5. Make the customer comfortable to deal with us and satisfy

Call centre operator

J&T Express [01/06/2022 – 11/02/2023]

City: Cairo

Country: Egypt

1. Answer to all customers questions about their shipments
2. If there is a delay or special request for the customer send it to the special department
3. Solve the customers issues about the product or even can't contact with the shipper
4. Make a new order for the customers.
5. Sending E-mails to the branches and solve the issues
6. Send new contracts to the sales department.

EDUCATION AND TRAINING

Bachelor Degree in finance

October 6 University [20/09/2017 – 20/07/2021]

Address: 6th Of October City, Cairo (Egypt)

Field(s) of study: Business, administration and law: *Finance, banking and insurance*

Final grade: 3.7

Trainee

Qatar National Bank [01/06/2019 – 01/07/2019]

Address: Cairo, Cairo (Egypt)

1. **Understand and provide service and products that customers need**
2. **Primarily responsible for effectively responding to customer inquiries and quickly resolving customer service issues**
3. **Recommend customer financial solutions.**
4. **Make the customer comfortable dealing with us**

LANGUAGE SKILLS

Mother tongue(s): **Arabic**

Other language(s):

English

LISTENING B1 READING B1 WRITING B1

SPOKEN PRODUCTION B1 SPOKEN INTERACTION B1

DIGITAL SKILLS

Microsoft Office / Social Media / Outlook / Power Point

Teamwork

Time Management

Social And Flexible

Communication Skills

Patience

Attention to Details

Fast Learning