

BESHOY SAMEH

C U S T O M E R S E R V I C E



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📍 Dubai, UAE

OVERVIEW

A positive and dependable team player with a proven track record of success in fast-paced and high-growth environments who focuses on positively impacting business goals and has a desire to continually learn and advance her abilities.

SKILLS

- Excellent communication skills, written and verbal.
- Very collaborative, coachable, and always willing to go the extra mile.
- Customer-centric mindset
- Advanced Microsoft Office skills (Word, Excel, and PowerPoint). Problem-Solving

EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

| Informa Markets

Jan2021- Jan 2022

- Providing introductory information to new customers. Ensuring that customers are satisfied with services. Answering customer's inquiries via phone, email, and chat. Handling customers complains, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.

EXHIBITION ORGANIZER

Expotech

Aug 2020- Nov 2021

- I started out as an individual contributor, organizing various types of Expotech events, then worked my way up to a team lead, leading 10-15 Event Coordinators on an average.

CUSTOMER SERVICE REPRESENTATIVE

Orange Egypt

Jan2019 - May2020

- Provided superior customer service to Orange's customers via phone, email, and fax. Followed up on customers' inquiries and complaints to ensure full customer satisfaction.

EDUCATION

FACULTY OF INFORMATION AND
SYSTEM IN HIGHER INSTITUTE
FOR OPTICS TECHNOLOGY
(2019) HIGHER INSTITUTE FOR
OPTICS TECHNOLOGY HIGHER
INSTITUTE FOR OPTICS
TECHNOLOGY (2019)