

Merna Azmy William

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Professional Summary

A highly motivated and customer-focused professional with 5 years of experience in customer service and tele sales.

Skilled in handling client inquiries, resolving issues efficiently, and promoting products to maximize sales.

Strong communication and problem-solving abilities, with a keen eye for detail and a passion for delivering outstanding service.

Seeking to leverage my experience in a dynamic organization that values customer relations and sales expertise.

Education

- Bachelor of Arts in Philosophy

Work Experience

Al Mariam Group - Export and Import

Position: Customer Service Representative (2021 - 2024)

- Handled customer inquiries, complaints, and service requests efficiently.
- Maintained strong relationships with clients, ensuring high levels of satisfaction.
- Coordinated with different departments to resolve customer issues in a timely manner.
- Processed orders, managed invoices, and ensured smooth delivery of goods.
- Assisted in administrative tasks and maintained accurate records of client interactions.

Begory Company

Position: Tele Sales Representative (2019 - 2021)

- Contacted potential customers to promote products and services.
- Maintained a high level of customer engagement and satisfaction.

- Achieved and exceeded sales targets through persuasive communication.
- Handled objections and provided solutions to customer concerns.
- Recorded and updated customer information in the database.

Skills

- Customer Service & Client Relations
- Sales & Negotiation
- Problem-Solving & Conflict Resolution
- CRM Software & Data Management
- Microsoft Office Suite (Word, Excel, PowerPoint)
- Ability to Multitask & Work Under Pressure

Languages

- Arabic: Native / Mother tongue
- English: Basic / Weak

Certifications & Courses

International Diplomatic Relations Course - CSO