

# Curriculum Vitae

## Rofia Hassanein Abdelghani Hassanein

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Driving License : Egyptian Driving License

Dubai , United Arab Emirates



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### SUMMARY

**Confident and energetic receptionist and customer service representative passionate about serving customers. Thrives in a challenging and fast-paced environment. Able to interact freely with customers and resolve issues quickly. Now looking for a rewarding position where I can serve customers and increase customer retention.**

### PROFESSIONAL EXPERIENCE

#### – Receptionist at Dr. Eman Elsherif Clinic. (Oct 2021 – May 2024)

- Greet and welcome guests as soon as they arrive at the office
- Answer, screen and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Keep updated records of office expenses and costs.
- Assisting with a variety of administrative tasks including copying, faxing, taking notes, and making travel plans
- Maintain the general office filing system.

#### – Call Center (Vodafone Egypt) (Nov 2017 – Sep 2021)

- Provide Vodafone Egypt customers with all required information related to the company products and services with delighting them with a superior customer service.
- Applying FCR concept for all customer's inquiries.
- Prioritizing and achieving multiple tasks, establishing and meeting deadlines.
- Follow up all customers related issues and provide timely feedback to Vodafone Egypt High Customers.
- Adhere to Customer Operations Department policies and procedures.
- Provide customers with superior recommendations and actions, and be a driver for customer's satisfaction and Loyalty.
- Perform standardized activities and tasks efficiently and effectively.
- Pro-actively reinforce Vodafone's customer care proposition during all contacts.
- Handle and retain all the customers' complaints within the SLA.



- Handle all USB and mobile internet basic trouble shooting related issues.
- Supporting corporate queue by handling SME authorized and end-users inquires.
- Supporting collection queue by handling collections inquires and bills explanation.
- Explore the required negotiation skills for making payments' deals when needed.
- Create a smooth communication channel with different departments to resolve customer problems and requests when needed in a highly professional manner.
- Applicable directly coordinate with customers to assist them with any questions or issues arising from their use of Vodafone's business solutions and hardware.
- Implement high quality standards of Customer Service for High customers through exceeding all KPI's threshold.

#### **– Customer Service Representative at Orange Egypt (Jan 2017 – Sep 2017)**

- Builds customer's interest in the services and products offered by the company and offer cross selling and/or up selling the company's solutions, products, & services whenever possible which will guarantee the business continuity and contribute in achieving profit share.
- Updates the existing database with changes and the status of each customer/prospective customer whenever required Reach out to potential customers to generate new business.
- Complete call logs and reports so that we have a valid reference and database for our customers to ensure proper planning & to guarantee taking the right decisions.
- Maintains the required knowledge level of the company's products, services, & solutions and stick to the agreed on formal information sources to ensure delivering full and accurate information to the customer.
- Follows the agreed on guidelines, policies, processes, & procedures to ensure maintaining the customer's data confidentiality.



## **EDUCATION**

Bachelor of Accounting from Faculty of Commerce at Suez Canal University, Graduation Grade: Good Alumni: June 2019.

## **Skills**

### **Computer skills:-**

- Very good working knowledge in Microsoft office.
- Good working knowledge of Computerized Accounting.
- Avid internet user.

### **Language skills:-**

- English (Very Good)
- Arabic (Mother tongue)

## **Certifications and Conferences**

Enactus Entrepreneurial National Competition (July 2018)

- Hosted by Enactus Egypt

Modeling United Nations Conference (May 2017)

- Hosted by MUN Ismailia