

Name : Mariam Mohamed Abdou

Gender : female

Birth date : 03.04.2001

Nationality : Egyptian

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Summary :

- Motivated, dedicated, hard worker, can work under pressure and do multi-tasking.
- Can speak and write in French, English and Arabic.
- Can work in team.
- Has the motive to learn and get more experience.
- Worked as an online customer service agent.
- Worked as a speech - language pathologist.
- Worked as a social media moderator.

Skills:

- Multitasking
- Critical thinking
- Task prioritization
- Time management
- Microsoft Word
- Written communication
- Complaint investigation
- Social perceptiveness
- Cultural Research

- Awareness
- Document translation □ Complaint resolution
- Order documentation
- Fast learner
- Trilingual (English, French, and Arabic)

Experience :

❖ Virtual Customer Service Associate at Get Halal (Sept2020-Mar2021) :

- Resolved customer grievances consistently, collaborating with team members to achieve creative solutions.
- Updated records with all interactions and customers transactions.
- Avoided revenue losses with diligent attention to customers' needs and complaints.
- Identified causes of product malfunctions and credited affected customers.
- Helped improve processes and products by relaying customer feedback.
- Worked effectively with diverse team to accomplish daily objectives and meet long-term goals.
- Developed solid relationships with staff, customers, and vendors.
- Delivered exceptional guest relations by welcoming visitors warmly and offering immediate assistance.
- Resolved customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Completed inquiries and followed up with customers to share findings and offer solutions.
- Completed the data entry of the website from products, prices, and pictures.
- Job's always done on time

❖ Speech and language pathology intern (Aug2020)

- Managed administrative tasks, including paperwork coordination, case management and activity development.
- Helped clients with conditions like delayed speech, stuttering and swallowing disorders.

- Developed customized treatment plans in close collaboration with complete therapy team.
- Kept all areas clean, organized and in line with company professional standards.
- Fixed problems with equipment using troubleshooting and repair abilities.
- Delivered exceptional guest relations by welcoming visitors warmly and offering immediate assistance.
- Served customers by going above-and-beyond to offer exceptional support for all needs.
- Protected company and customer data by following information policies.
- Improved client communication by instructing on lip reading.
- Taught clients how to control and strengthen facial and breathing muscles.
- Mostly dealt with children and adults with disabilities

❖ Social media moderator at Msh Lwahdak for psychological awareness and support (Oct2020) :

- Supported users by quickly resolving access, usability, and performance issues.
- Satisfied customers by quickly responding to service interruptions, and security issues.
- Approached and solved work problems as much as possible.
- Completed accurate work tasks by carefully reviewing every post and the interactions.
- Served customers by offering exceptional support for all needs.
- Raised awareness about psychological disorders ,its causes, symptoms, and treatments .
- Worked with a very supportive and dedicated team.
- Tried to make a safe and supportive environment for each and every member as much as possible.
- Met the daily target.

❖ Freelance Translator (Apr2021)

Education:

- ❖ Graduated with distinction from Notre Dame de Sion (2005-2019)
- ❖ Studies at faculty of Arts, psychology department at Alexandria university (2019)
- ❖ Has a certificate in speech and language pathology (2020)