

Dear Hiring Manager,

Hope all is well.

My name is Shimaa Nasser El-Sayed Abd El-Aziz. A graduate of Faculty of Commerce English Department. I took courses in English conversation, English for business, Commercial excel, and Fashion design.

I have been working in several industries since I started my career. I have work experience both in Egypt and UAE. I am also an entrepreneur and started my own business in Egypt as a Fashion Designer.

My previous work experiences are related to customer service and technical support. Customer-centric business is one of the most important aspects in building a business, and keeping customers satisfied can lead to sustaining loyal customers. My experience in the service industry has taught me how to exceed customer expectations and provide service that they can count on.

I can ensure that my skills will help contribute to your well-esteem organization. I would appreciate the opportunity to discuss my application and qualification with you.

I look forward to hearing from you soon.

Yours faithfully,  
Shimaa Nasser

➤ **Contact information:**

- **Name:** Shimaa Nasser El-Sayed Abd El-Aziz
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➤ **Experience:**

❖ **Patient Relation Executive at Al Futtaim Health Hub:**

January 2021 – April 2021

- **Responsibilities**

- Respond to patient inquiries regarding physicians and services.
- Assist patients with problems associated with hospital registration and admission.

❖ **Senior Customer Service Representative at Dubai Health Authority:**

November 2020 – January 2021

- **Responsibilities**

- Answer phones and resolve patient questions related to medical care and direct patients to the proper resources for further assistance.
- Schedule appointments for patients as requested according to DHA guidelines.
- Manage all data entry of customer interactions on CRM system.

❖ **International Customer Service Advisor at Vodafone UK:**

- August 2019 – July 2020
- **Responsibilities**
  - Manage incoming calls and customer service inquiries.
  - Handle technical support issues and follow up to ensure resolution.
  - Keep records of customer interactions.

❖ **Telesales agent at Vodafone UK:**

- September 2018 – Jun 2019
- **Responsibilities:**
  - Contacting existing customers to inform them about a product or service.
  - Provide information regarding the product/services in an engaging manner.
  - Work to daily / weekly targets, to achieve required.
  - Ensure that all communication to customers both written and verbal maintains a high standard both in presentation and content.

❖ **Customer care agent at Vodafone UK:**

- December 2016 - July 2018.
- **Responsibilities:**
  - Provide outstanding and exceptional customer service.
  - Manage a large volume of customer calls in a friendly and courteous manner.
  - Handle dissatisfied customers in a polite and professional way.
  - Provide customers with superior recommendations and actions to meet Customers' satisfaction and loyalty.

❖ **Internship:**

- At Financial department Al-Mansour Automotive Company
  - From July 1, 2014 - August 1, 2014
  - **Responsibilities**
    - Recording the entries of the receivables and the payables.
    - Preparing cheques.

➤ Languages:

- Arabic: Mother tongue
  - English: Excellent
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➤ Additional skills:

- Computer skills:
    - Worked on SAP Software.
    - Microsoft Office.
    - CRM System
  - Other Skills:
    - Pattern Making.
    - Design.
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➤ Courses:

- ❖ At New Horizons Computer Learning Center
    - English Conversation.
    - English for Business.
    - Commercial Excel.
  
  - ❖ Fashion Design:
    - Drawing Sketches.
    - Pattern Making.
    - Sewing.
    - Fabric utilization.
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➤ **Education:**

- 2011 – 2015 Faculty of Commerce English Department.
- General Secondary School Certificate from El-Manar Language School for girls

➤ **Personal details:**

- Date of Birth: February 23, 1992
  - Nationality: Egyptian
  - Marital Status: Married
  - Visa: Sponsored Husband Visa
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➤ **Interest:**

- Fashion design, Traveling, Reading and Sport.
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- **References Upon Request**