



RADWA MOHAMED MOHAMED

ADDRES: 7794 HANY EL LEITHY, EL MOKATTAM, CAIRO, EGYPT

PERSONAL DATA

- Date of birth: September 16th, 1995.
- Marital status: Single.
- Nationality: Egyptian.
- Driving license: I have valid one.

SKILLS

- Computer skills:
Good skills in
Microsoft office.
- Language skills:
English intermediate
- Personal skills:
Presentation skills
Communication skills
Searching skills

EXPERIENCE

TELE SALES • WAYAK MEDICAL CARE • FEB,2020 – MAY,2020

- Contact potential or existing customers to inform them about a product or service.
- Handle grievances to preserve the company's reputation.
- Answer questions about products or the company.
- Ask questions to understand customer requirements and close sales.

CUSTOMER SERVICE AGENT • NOON • JUNE,2019 – DEC,2019

- Answer customer's inquiries through call in a call center environment with the goal of increasing business, customer satisfaction and customer retention.
- Duties include a wide range of responsibilities from entering faxed orders, processing orders, managing F&I portal, backorders & shortages, working with scheduling for order changes and running reports.
- Compile and prepare regular or special reports necessitating the selection of data from various sources.
- Handle multiple tasks and prioritize each task.
- Typing, preparation and mailing of all legal documents and other paperwork necessary to meet compliance and account set up requirements.

EDUCATION

CIC (CANADIAN INTERNATIONAL COLLEGE)

- Bachelor Degree in Business administration.
- Year of graduation: 2018.

TRAINING COURSES

at Human resources management diploma, at EgyCham (35hours) arrested by Ain Shams university and HISR.