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Egypt Cairo 11725

WWW:

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Skills:

- Customer Service
- Customer Retention Strategies
- Live Chat Messaging
- Relationship Building
- Calm and Professional Under Pressure
- Sales and Upselling
- Transcription
- Proficient in [Loft2.0]

Education and Training

01/2021

Behavior Modification for children, teenagers and adults:

Behavioral sciences

Ain Shams University.

01/2020

Certified as Positive Discipline Parent Educator:

American Positive Discipline Association, USA Texas .

07/2005

Bachelor of Alsun, Italian & French Department,:

Minia University

Grade: Good.

Languages

Arabic :First language

English: Second language

Personal Information

- Date of Birth: 01/01/85
- Marital Status: Married

Susanna Wahib Welson

Summary

Dedicated Customer Service Specialist providing skills to prioritize and multi-task in fast-paced working environment. Successfully works as part of team to reach personal and business goals. Known for successfully handling escalated customer support issues.

Competent Transcriptionist polished in transcribing required messages, reviewing and editing drafts and proofreading documents. Organized and hardworking individual with in-depth knowledge of insurance verification procedures and medical terminology paired with outstanding computer skills. Committed to completing accurate work within time constraints.

Experience

Sigma AI Remote Arabic Transcriber

- Transcribed audio recordings of interviews, lectures, and other materials accurately and efficiently.
- Demonstrated excellent listening skills to ensure accurate transcription of audio recordings.
- Followed established procedures to ensure compliance with confidentiality regulations.

Orange Company For Telecommunications- Customer Service Team Leader

Cairo, Cairo

09/2014-04/2019

- Scheduled, assigned, and monitored daily work activities of customer service team members.
- Conducted performance reviews for customer service staff on a regular basis.
- Assisted in developing policies and procedures related to customer services operations.
- Resolved escalated customer complaints in an efficient manner while maintaining excellent customer relations.
- Reviewed incoming emails and calls from customers to ensure proper resolution was provided.
- Advised management on potential improvements to enhance overall quality of customer services.

Orange Company For Telecommunications- Sales and Service Representative

Cairo, Cairo

03/2007-09/2014

- Provided customer service and sales support to customers over the phone.
- Assisted customers with product selection and order placement.
- Processed orders accurately and efficiently by entering data into the computer system.