

ASMAA EZAT ABDELFATTAH SOLIMAN

DALAAB

Customer Service Representative | English Teacher
Phone: +2 01142401861 | Email: ezata859@gmail.com
Location: Shibin ElQanater, ElQalyubia, Egypt

PROFESSIONAL SUMMARY

Motivated and results-oriented professional with over 2 years of experience in customer service and technical support. Recognized for high performance in quality assurance and customer satisfaction. Skilled in communication, time management, and working under pressure. Additionally experienced as an English teacher with a strong educational background.

KEY SKILLS

Core Competencies: Customer Service & Support, Requirements Analysis, Problem Solving.

Communication: Verbal and Written Communication, Teamwork & Adaptability.

Technical Tools: Microsoft Office (Excel, Word), CRM Tools.

Soft Skills: Multitasking, Self-Motivation, Discipline, and Time Management.

PROFESSIONAL EXPERIENCE

Customer Service Representative (SME Backup) *Majorel (Utech Account)* | Nov 2021 – Jul 2022

- Responded to driver inquiries via messaging systems for UKI Eats Delivery.
- Maintained a **98% KPI performance**, consistently recognized as a top achiever.
- Provided critical back-office support and managed complex escalations.

Customer Service Representative (SME Candidate) *Xceed Resources (Talabat Account)* | Mar 2021 – Oct 2021

- Assisted customers with orders, payments, and account issues via chat and outbound calls.
- Ranked **#1 in the account** for Average Handle Time (AHT).
- Recognized as a top achiever for Quality Assurance (QA) and adherence.

Customer Service Representative *BDO Esnad (Vodafone Internet)* | Dates Not Specified

- Provided technical support for internet-related inquiries and troubleshooting.
- Consistently achieved top QA and AHT scores.

English Teacher (Part-time) *Selim Zohny School* | Aug 2019 – Mar 2021

- Delivered English lessons focused on grammar, conversation, and exam preparation.
- Managed classrooms for various grade levels.

Freelance HR Recruiter *Remote* | 1.5 Years

- Screened CVs and conducted initial interviews for various professional roles.

EDUCATION

Bachelor's Degree in English Language & Education

Women's Faculty of Education, Ain Shams University (2014 – 2019)

LANGUAGES

- **Arabic:** Native
- **English:** Very Good
- **German:** B1+ (Ongoing course)

CAREER OBJECTIVE

To contribute to the growth and performance of a forward-thinking company by utilizing professional communication skills, problem-solving abilities, and a passion for delivering excellent service.