



Aya Raafat saeed

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Dubai - United Arab Emirates



An experienced Customer Service Agent with Four Years of invaluable experience working in the customer support department of leading local & international companies.

Highly focused with a comprehensive knowledge of how to maintain a professional, helpful and good relationship with allocated customers.

Having an enthusiastic and positive attitude and working hard to ensure that customers receive an excellent level of service

PERSONAL SKILLS

- Excellent communication skills.
- Ability to work individually and as co-operative team member.
- Ability to work under pressure.
- Self-motivated, dynamic, dependable and goal-oriented.
- Time management skills.
- Ability to learn new tasks quickly.
- Decision-making and effective problem solving skills.
- Planning, organizing and risk management skills.

CERTIFICATES

- Microsoft Certifies Application Specialist (MCAS)
- Passed the advanced phase of the American Language Course from "The Defense Language Institute".

Volunteer Experience

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- Member of Life Makers Foundation.

WORK EXPERIENCE

IFA Securities Brokerage

Customer Service Representative

Jan 2017 - Oct-2019

Vodafone Egypt

Customer Service Representative

Vodafone - Inbound 888

March 2016 - Nov 2016

El-Sayyad group
Sales agent
Feb 2015- Jan 2016

○ EDUCATION

Bachelor of commerce - Accounting Department

Faculty of commerce - Hellwan University - 2014

○ LANGUAGES

- Arabic mother tongue.
- English Excellent in written and spoken.

○ TECHNICAL SKILLS

- Very Familiar with PC Hardware and Software.
- Implementing and Supporting Microsoft OSx.
- Very Familiar with MAC OSx and Ubuntu Linux.
- Very Familiar with ORACLE CRM Applications & Siebel.
- Application Packages Microsoft Office.

○ PERSONAL INFORMATION

- Date of Birth: 17 December 1992
- Mobile: +971567663650
- E-Mail: ayarafaat65@gmail.com
- Nationality: Egyptian
- Address: Ajman - United Arab Emirates
- Marital Status: marriage

