

Sherin Salem Khafaga



➤ **Professional Summary:**

I am an ambitious young who welcomes challenge and continuous learning. In my career I have traveled and interacted with many people of different ethnicities, which I have enjoyed. Seeking a position in Sales, Banking & marketing field in a reputable company or Bank where my background and experience can be well utilized.

I'm an enthusiastic person keen to find a new and challenging role being part of well leading, professional and productive team

➤ **Educational Qualifications and Understudies:**

- ❖ BA from Beirut Arab University. Psychology Major. Graduated 2016.
- ❖ Graduated from El Nasr Girls College Egypt (E. G. C.) 2007.
- ❖ Graduated from ISI (In-Flight Service Institute) Egypt 2009.
- ❖ Graduated from JATS (Jordan Airlines Training & Simulation) on A319 & A320. Initial Cabin Crew Safety & CRM (Customer Relationship Management).

➤ **Work experience:**

- **Zayani OTIS Elevators Company**
From 09/04/2018 To 13/05/2020

Job Description:

- ❖ Generate recovery leads after survey of buildings/establishment and meeting customers for contracts signatures and ensure regular contact and an understanding of the customer's needs.
- ❖ Complete all duties and responsibilities in a professional and timely fashion to ensure customer satisfaction. All activities should be in strict compliance to the policies of the company.
- ❖ Ensure that all Service Sales targets & objectives are met or exceeded.
- ❖ Market Survey of out of portfolio units and other brands elevators/ escalators and travellers.
- ❖ Updating database (Recovery Pool) as per specifications mentioned in Recovery track chart in a timely manner.
- ❖ Follow up with the requirements of all contracts including non-standard contracts to ensure they are actioned by finance and service operation, as necessary.
- ❖ Prepare maintenance contract proposal for lost units and actively pursue it to achieve maximum recoveries.
- ❖ In coordination with the Service operation, prepare quotations for additional repairs, up-gradating of lifts and modernization (if required) by client. Follow up with the customer and close the sale which is mutually beneficial to the customer and the company.
- ❖ Always negotiate for an agreement which is in line with company policies and company objectives.
- ❖ Report directly to the Service Sales Manager to ensure he is aware of any anomalies or problems that may require management intervention.
- ❖ Acknowledge customer complaints/suggestion via email/telephone or site visits. Show appreciation and apologize for the customer's difficult situation. Take ownership of customer's concerns and problems.
- ❖ Understand the criticality of complaints and work towards customer satisfaction and complaint resolution in a minimum possible time.
- ❖ If required prepare thoroughly for the customer appointment and work as a team with Field. If necessary ask for clarification from the Field Mechanics/Supervisor.
- ❖ Timely update customer on complaint resolution status. Feed-back to a customer is important even company is still working on solving the matter. Explain Otis' has high level commitment to customer service and quality.

- ❖ Express awareness of the situation with the customer. Show that we fully understand the customer's point of view.
- ❖ Explain the process billing in certain cases due to vandalism.
- ❖ Proactively assess what should be appropriate actions to sustain customer loyalty after resolving the situation. Take responsibility for further discussion with your supervisor.
- ❖ Keep the complaint tracker up to date and maintain log of complaints with person responsible.
- ❖ Build customer confidence by reviewing the customer contract and surveying their elevator equipment

• **Ambassador's Assistant at the Embassy of The Arab Republic of Egypt In Bahrain**
From 09/07/2017 To 31/12/2017

Job Description:

- ❖ Manage the Ambassador's office (including coordinate and distribute all classified and unclassified material in and out of the office, screen phone calls and visitors), determine priorities and provide timely and responsive administrative support.
- ❖ Manage documentation and inform the Ambassador of matters requiring attention. Research and prepare correspondence in English, speech notes, travel programs, quarterly and annual reports and diplomatic cables as required.
- ❖ Liaise on behalf of the Ambassador for contact/appointments both inside and outside the Embassy in Hanoi.
- ❖ Liaise with staff of all agencies in the Embassy on behalf of the Ambassador.
- ❖ Assist Ambassador's Personal Assistant with maintenance of the Ambassador's diary and program of appointments.
- ❖ Assist with arrangements for visiting Egyptian Ministers, Parliamentarians and officials.
- ❖ Assist with coordination of public diplomacy events.
- ❖ Supervise visitors and cleaners while in the restricted area as required.

• **Retail Advisor at VIVA Telecom Company (Bahrain)**
From 13/05/2012 To 12/05/2017

Job Description:

- ❖ Acting as Assistant Manager / Supervisor
- ❖ Counting stock level / scheduling.
- ❖ Coaching agents train them on system and on selling techniques.
- ❖ Meeting customers to provide them with our services.
- ❖ Identifying customer's need.
- ❖ Meet the company cores and values.
- ❖ Update the customers with our latest services.
- ❖ Cross sell our services to our customers.
- ❖ Handling complaints.
- ❖ Working on increasing my company database & portfolio.
- ❖ Meet my target in terms of sales, number of customers.

• **Sales Executive at Mofakro Company (out of home media)**
From 10/01/2012 To 07/05/2012

Job Description:

- ❖ Approaching different companies presenting for them different modern and updated versions of keys or clues to help them advertise their products.
- ❖ Customizing Offline marketing campaigns.
- ❖ Follow up with the existing customers updating them with our latest services.
- ❖ Getting feedback which will help in developing our services in future.
- ❖ Getting more referrals from the existing customers to increase my company database.

- **Cabin Crew & Tele Ticketing agent At Bahrain Air**
From 04/01/2009 To 19/12/2011:

Job Description:

- ❖ Flying to different destination.
- ❖ Dealing with different kinds of people from different cultures.
- ❖ Assure all the safety and security procedures before every flight.
- ❖ Welcoming passengers and make sure that they are safe and have a comfortable trip.
- ❖ Booking tickets for different destination upon the passenger requirements.
- ❖ Updating passengers with flight timings or any rescheduled flights through calls or text messages.
- ❖ Meeting my target in number of sales.
- ❖ Handling customer complains.

➤ **Skills:**

- ❖ Effective communication and negotiation skills.
- ❖ Understand the local cultural norms & customs.
- ❖ Ability to work under pressure.
- ❖ Able to work as a team member and have inculcated a good attitude.
- ❖ Adaptable to new technology.
- ❖ Computer knowledge: Excel, Microsoft Word, Power Point, Internet.
- ❖ Ability to learn fast.
- ❖ Strong desire to learn.
- ❖ Strong desire to succeed.
- ❖ Flexibility to work as per business need.

➤ **Languages Literacy:**

- ❖ Arabic (Mother tongue).
- ❖ English (Very good command in both of speaking & writing).
- ❖ French (Average spoken).

➤ **Interest and Hobbies:**

- ❖ Reading new books.
- ❖ Playing Sports.
- ❖ Listening to Music.
- ❖ Shopping.
- ❖ Meeting new people.
- ❖ Learning new Languages.

➤ **Personal Details:**

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- ❖ Email ID: sherinkhafaga34@gmail.com
- ❖ Address: Block 111 Road 16 Building 110 –AlHidd-
- ❖ Date of birth: 5th of January 1989
- ❖ Nationality: Egyptian
- ❖ Gender: Female
- ❖ Marital status: Married
- ❖ Driving License: Valid.