

# Takwa Hesham Mohamed

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00201119477970 | 22 Mourad St, Giza ,cairo, egypt

[takwa.hesham95@gmail.com](mailto:takwa.hesham95@gmail.com) | <https://www.linkedin.com/in/takwa-hesham-13967a210/>

## Objective

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Highly motivated and professional individual with more than five years of experience in customer service, marketing and administration fields, seeking a position utilizing vast experience in the customer service field which includes extensive marketing experience, strong problem analysis skills, and the ability to multi-task with extreme proficiency.

## Professional Experience

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### **Onecard Comapny**

#### **Customer Service Team Leader**

***Jun. 2021 – Currently***

- Develop educational material (e.g., manuals)
- Identify individual and team skills gaps
- Delivering regular training sessions (e.g., monthly or quarterly)
- Training new hires take on basic sales training courses, including communication and troubleshooting skills
- Liaise with managers and encourage on-the-job coaching (e.g., how to handle difficult client cases)
- Coordinate mentorship programs for new customer service representatives
- Assess the impact of each educational course on staff performance and client satisfaction
- Maintain updated records of training curricula and material
- Oversee day to day performance and workflow, ensuring SLAs and targets are met.
- Create a healthy and comfort work environment.
- Conduct coaching sessions and 1:1s in an organized manner.

#### **Senior Customer Service Agent**

***Aug. 2019– May 2021***

- Respond promptly to customer inquiries.
- Handle and resolve customer complaints.
- Organize workflow to meet customer time frames.
- Follow communication procedures and policies.
- Maintain a positive and professional attitude toward customers.
- Direct requests and unresolved issues to the designated resource.
- Keep records of customer interactions and transactions.
- Record details of inquiries, comments and complaints.
- Record details of actions taken.
- Maintain customer databases.

#### **Customer Service Agent**

***Jan. 2018 - July 2019***

- Answering customers' inquiries via Chat, Email, and Social Media. providing the right information.
- Answering or making outbound transactions to customers to learn about and address their needs, complaints, or other issues with products or services.
- Responding efficiently and accurately to customers, explaining possible solutions, and ensuring that customers feel supported and valued.
- Engaging in active listening with customers, confirming or clarifying information and diffusing angry customers, as needed.

- Communicates with other departments to answer customers' inquiries, solve their problems and fulfill their needs
- Building lasting relationships with clients and other team members based on trust and reliability.
- Utilizing software, databases, scripts, and tools appropriately.

**Arab research and training center**  
Office Manager

*Sep 2016 - Dec. 2017*

**Me Counseling Center**  
Social Media and Marketing

*Jan.2016 - Aug. 2016*

**Advanced Solutions Group (Xerox)**  
Tele-Marketing and Sales

*Jun.2015 - Dec. 2015*

**Egyptian Psychological Intervention Centre**  
psychologist Assistance

*May 2014 - May 2015*

### Self-Studied Courses

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- Entrepreneurship Skills course from Coursera (currently studying).
- Training of Trainers (TOT) course from Edraak & Almentor.
- Associate Certified Coach (acc) course certificate from ICF.
- SEO, Digital Marketing, Social Media course.
- Psychological Support and Psychological Analysis course from The Canadian Center.
- Relationship Coaching Course.

### Education

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Graduated at Faculty of Arts, department of Psychology, Helwan university.

*July 2014*

### Additional Skills and Achievements

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-Proficient in MS Office (Word, Excel, PowerPoint) and Outlook.  
-Good in English.

**REFERENCES Available upon request**

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