

YASMINE ALY

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SUMMARY OF QUALIFICATIONS

Over 7 years' of highly successful, professional experience in customer service. Talented administrator with diverse background. Highly proficient in supporting senior executives. Proven ability to excel in stressful environments and open to shift work. Familiar with Office and POS computer systems. Fluent in English, French and Arabic.

EDUCATION

Bachelor of Arts, The American University in Cairo (AUC), 2013

- Major: Journalism & Mass Communication
- Minor: Business Administration
- GPA: 3.5 / 4.0

French Baccalaureate, College Du Sacre-Coeur Heliopolis, 2009

BACKGROUND SUMMARY

Customer Service

- Provided specialized Pension and Benefits outsourcing services through verbal and written communication, for clients such as ABC Company, and XYZ Company.
- Surpassed company's customer service goals and expectations by achieving a 95%+ monthly average on customer service assessments.
- Recordings of my own telephone interactions with clients were chosen as training tools to demonstrate superior customer service skills.

Project & Office Management

- Managed a participant services team of 12 associates to provide outsourcing services to company's largest client with a participant population of 32,000.
- Responsible for accuracy coaching/monitoring of entire associate team so that all information provided to customer and client was correct and in line with client's Plan Provisions.
- Delegated projects and assignments to associates to improve knowledge and expertise of client plans, to improve productivity, and to encourage positive rapport among team members.
- Worked collaboratively to design and enforce Work Improvement Plans for employees requiring additional assistance in meeting basic performance standards.
- Controlled all aspects of accounting such as invoicing, accounts receivable, deposits and collections

Communication Skills

- Trained to integrate quickly and effectively with any Communication Centre.
 - Elicited and understood directions and geographical information.
 - Facilitated pension-related training sessions.
 - Represented company at career fairs and conducted on-campus recruiting sessions; was presented with these opportunities as an acknowledgement of my continued effort to surpass goals and expectations, and my ability to serve as an effective role model.
 - Assessed teamwork, flexibility, adaptability, customer service skills, and common values & goals of potential candidates through formal interviews and recruiting.
 - Communicated regularly with client management to address ongoing concerns and strategies.
 - Demonstrated customized technology and in-house desktop tools to prospective key clients, in both informal and formal settings.
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WORK EXPERIENCE

Communications Officer – ABC Company, 2016 – present

Sales & Marketing Coordinator – XYZ Company, 2014 – 2016

Administrative Assistant – High Company, 2013 – 2014

Marketing Intern – All Marketing Company, Summer 2012

Library Assistant – The American University in Cairo, Fall 2010 – Spring 2011

Participant, International Student Leadership Conference, AUC, Spring 2010