

Esraa soliman



Alexandria, Egypt

Profile

- Experienced customer service professional with 4 years of experience and 2+ years as an L&D specialist.
- Demonstrated expertise in problem-solving, decision-making, and time management. Seeking a role that offers growth opportunities and allows for the contribution of new ideas.
- Proficient in data analytics, specializing in data collection, analysis, and reporting to drive informed decision-making and enhance business performance.

Professional Experience

05/2024 – present

Data Analyst, ServiceOS

Alexandria, Egypt

- Managed the data extraction, transformation, and loading processes to maintain data integrity across systems.
- Designed and implemented dashboards and reports to visualize data for easy interpretation by non-technical users.
- Engaged with clients to understand their data analysis needs and deliver customized solutions.
- Provided expert advice on data management strategies to optimize performance and drive business growth.
- Managed and updated records efficiently, meeting deadlines and quality standards.
- Supported data analysis efforts by organizing and categorizing information.
- Collaborated with team members to streamline data management processes.
- Configured online and offline booking forms to streamline client reservations and ensure a smooth user experience.
- Provided ongoing support to clients after the booking date, addressing inquiries, resolving issues, and ensuring customer satisfaction.
- Created comprehensive guides to help new team members efficiently use the system, enabling them to become self-sufficient.
- Managed payments for user subscriptions, ensuring timely processing and accurate billing for company services.

04/2024 – 05/2024

Senior Quality Couch, Partners Outsourcing Solutions

Alexandria, Egypt

- Facilitated training sessions for junior analysts, focusing on quality assurance methodologies.
- Monitored regulatory compliance across all projects, avoiding potential issues.
- Notified supervisors of production problems and assisted with remediation.
- Developed detailed test plans and cases to guide the quality assurance process.
- Developed comprehensive test plans, strategies, and cases for various applications.
- Monitored junior quality team members' calls and provided constructive feedback to ensure quality standards were met and continuous development.

- Reported on team members' adherence to quality standards and overall performance, highlighting strengths and areas for improvement.
- Created weekly performance reports for the team, tracking key metrics and providing insights for continuous improvement.

04/2022 – 04/2024

British Council " Freelance", Exam Invigilator

Alexandria, Egypt

- Company Overview: Freelance
- Giving candidates clear direction and answering their inquiries
- Ensure that candidates follow the agreed exam procedures regarding the location and security of their belongings
- Conduct candidate entry, exit, identity checks, and Test Day Photography procedures according to exam requirement
- Invigilate examinations to the standard required by the British Council Examinations Service and the relevant exam boards
- Actively monitor candidates during tests to make sure that there is no violation of test conditions
- Freelance

03/2022 – 03/2024

L&D specialist " Quality Coach -Trainer ",

Alexandria, Egypt

Partners Outsourcing Solutions

- Listen to every call and give detailed feedback
- Providing the agents with coaching sessions
- Providing the new hire with coaching sessions
- Managing the training when having a new patch
- Sending weekly reports to the management according to the company reporting system
- Delegation when needed

06/2020 – 03/2022

Marketing support agent, Partners Outsourcing Solutions

Alexandria, Egypt

- Communicating with customers
- Introducing new benefits and helping customers to claim it
- Handling the team adherence and login time
- Supporting new hires and handling their calls and deals
- Achieved from 150% to 200% of the target
- Delegation when needed

04/2020 – 05/2020

"FTD" Temporary Account, Sutherland

Alexandria, Egypt

- Company Overview: FTD Temporary Account
- Answering Customers' inquiries
- Help them with their orders
- Handling the refund and the exchange according to the company's policy
- Replying to customers' E-mails
- Guide the customers through the website
- Achieved 100% of the Key Performance Indicator
- FTD Temporary Account

07/2019 – 02/2020

Customer service representative, Vodafone UK

Alexandria, Egypt

- Answering Customers' inquiries
- Dealing with customer complaints
- Explain the customer's monthly bill and plan
- Provide the customer with helpful information
- Offered new services based on the needs of a customer
- Offer new plans according to the company's policy
- Promoting the company's new products

- Making follow up calls to ensure that the customer's inquiries have been solved
- Guide the customers through the App and website

Skills

- Excellent Customer Service Skills
- Time Management
- Strong command of written English
- Data analysis
- Multitasking Skills
- Database management
- Team Work
- Data cleaning

Education

10/2015 – 05/2019

Faculty of languages, Bachelor's degree

Aswan, Egypt

- One of the organizers of the japan day from '2016 - 2019'
- Participate in the Pray for Japan event at Cairo opera house '2016 - 2019'
- Participate in Japanese Speech Contest 2019
- GPA: Good Degree

Languages

Arabic



English



Japanese

