



YARA GAD

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LANGUAGES

Arabic Mother tongue
English C2
French A2

PERSONAL SKILLS

Communication-Multi
tasking-Social skills-
Organization-Technical
skills-Problem solving-
Empathy

SOFTWARE SKILLS

Adobe Photoshop, Adobe Premiere,
Microsoft (Excel-Powerpoint-Word)

EDUCATION

Bachelor's in Human
Resources
Alexandria University
09/2017 - 06/2021

- Faculty of Commerce English
department, Alexandria Egypt.

SUMMARY

Dedicated management professional with over 5 years of experience in customer support. Known for exceeding targets, solving problems proactively, and handling crises with minimal impact. Skilled in sales, consistently advancing to senior roles. Experienced in fashion, with a keen eye for trends, and successfully managed an online clothing store. Eager to apply expertise in HR and management roles.

EXPERIENCE

Front Desk Executive 04/2024 - 07/2025

Spanish Center for lasik, eyes and cosmetic UAE, Dubai

- Greeting and welcoming patients and visitors with professionalism and courtesy
- Managing multi-line phone system, scheduling patient appointments, handling patient inquiries and providing information about clinic services and procedures
- Effectively cross-selling clinic services and products to patients based on their individual needs and preferences

Senior Home Support Sales Representative 05/2022 - 03/2024

Fantastic Services Alexandria, Egypt

- Assessed client needs based on the cleaning services they've requested
- Successfully achieved and consistently exceeded sales quotas by effectively promoting and selling a range of home services, including cleaning, gardening, pest control, and more
- Attained senior-level positions within this organization

Content Moderator Specialist 07/2021 - 05/2022

Twitch Majorel Alexandria, Egypt

- Efficiently evaluated and acted upon user reports, promptly addressing copyright infringements and removing offending content
- Consistently exceeded daily report targets by 200%, demonstrating exceptional productivity and performance

Telemarketer Front-line Advisor 05/2020 - 07/2021

Proper Business Solutions Cairo, Egypt (Remote)

- Generated leads by calling potential home owners in selling their properties
- Actively listened to clients to determine their precise wants, needs, budgets and geographic limitations

Customer Service Representative 12/2019 - 05/2020

Vodafone International Solutions Alexandria, Egypt

- Maintained customer happiness with forward-thinking strategies focused on addressing customer needs and resolving concerns
- Proposed innovative procedures for offering NBA second lines to customers, resulting in a 150% achievement of KPI per month

HR Committee Staff Member 12/2015 - 07/2017

Alexandria Model of NATO Alexandria, Egypt

- Interviewed the applicants
- Analyzed the delegates' learning curve during the project
- Created the finalized profile for them showing the progress they've accomplished