
“There are no secrets to success. It is the result of preparation, hard work, and learning from failure.” – Colin Powell

Guided by this mentality, I bring over 5 years of experience in Customer Service , CRM and Sales. I am equipped with outstanding English communication skills with a background in utilizing CRM systems to foster long-term client relationships and a high passion for content production and digital marketing. Certified Salesforce Admin (Feb 2025) and currently advancing towards Agentforce Specialist and Marketing Cloud certifications, I excel in resolving issues, and supporting SaaS platforms in remote international environments. Skilled at clear communication, problem-solving, and cross-team collaboration, I am passionate about delivering exceptional client experiences and driving operational excellence within fast-paced, growth-focused teams.

Work Experience

CRM Manager/Customer Service Representative B2B Sales

How to become more/Canada-Remote

Mar 2022 - Feb 2024

- Provided high-quality service via [phone, email, live chat, social media] to resolve issues efficiently.
- Created a streamlined onboarding process for new customers focused on self-service features within the product interface, increasing first contact resolution rates without additional staffing costs or resource allocation needed.
- Managed and maintained customer relationship management (CRM) system, ensuring accurate and up to date customer information.
- Analyzed customer feedback and data to identify trends and areas for improvement, collaborating with teams to develop solutions.
- Supported communities on Facebook, Reddit, and LinkedIn.
- Worked collaboratively with internal teams to ensure seamless data integration.
- Used tools like Canva, Google Analytics, and ChatGPT for content planning.
- Coordinated with SEO experts, performance marketers, and content teams to deliver integrated marketing strategies aligned with client goals.

Project Manager | Marketing Support Specialist

Burullus International Art Exchange Program | Egypt

Apr 2019 - Dec 2022

- Partnered with vendors and sponsors to secure resources and enhance event quality
- Served as the primary point of contact for sponsors, partners, and collaborators, ensuring clear and timely communication.
- Liaised with participants and partners to coordinate event details and schedules.
- Coordinated with the event organization team for a smooth guest service relations.
- Delivered accurate translations during high-stakes events with an average guest satisfaction score of 95%, establishing effective communication channels that foster stronger relationships between internal attendees and local hosts.
- Assisted with content production and social media.
- Supported account managers with client communications and documentation for digital marketing campaigns.

Sales Specialist | Store Keeper

Feb 2016 - Dec 2018

- Provided personalized customer service by understanding client needs and recommending suitable makeup and skincare products to enhance customer satisfaction.
- Achieved and exceeded monthly sales targets through upselling, cross-selling, and promoting new product launches.
- Ensured the store was fully stocked and organized, managing inventory efficiently by monitoring stock levels and coordinating with suppliers for timely replenishment.
- Conducted product demonstrations and hosted workshops to educate customers on proper skincare routines and makeup application techniques.
- Successfully implemented a new inventory management system, reducing stock discrepancies by 20%.
- Collaborated with internal teams (technical, sales, billing) to ensure smooth customer resolutions.

Core Skills

- Complaint Resolution & Escalations
- Content Creation and production assistance
- Stakeholder & Client Relations
- Market Research and Competitor Analysis
- Persuasive Presentation and Storytelling
- CRM Tools: Salesforce, Zoho CRM, Monday
- Trello, MS Project
- Client Needs Assessment
- Salesforce Marketing Cloud
- zoom and slack Google Workspace
- Fundamentals (Google Ads, Social Ads)
- Capable at multi-tasking and prioritizing workload
- Time Management
- Fluent English (written & spoken)
- Communication and Negotiation Skills
- Positive attitude and eagerness to learn
- Remote Team Coordination
- Customer Support & Issue Resolution

Education & Certificates

Agentforce Specialist-Salesforce	In Progress
Agentforce Specialist (Salesforce)	In Progress
Certified Salesforce Admin CRM Cloud Administrator	Feb1st 2025
MCKINSEY & COMPANY	
Leadership, Problem-Solving, and Digital Skills	Nov2022 - Mar 2023
Salesforce Associate	
IELTS Band 7	Oct 2024
British Council	Aug 2024
Damanhur University	
Bachelor of English Language Studies	Oct 2008 - Jun 2012

Languages

- | | |
|---------|--------------|
| Arabic | (Native) |
| English | (Fluent) |
| Turkish | (Elementary) |

Technical Skills

- Salesforce (Admin, CRM Management)
- CRM Tools: Salesforce, Zoho CRM, Monday.com
- Collaboration: Slack, Zoom, Notion, Google Workspace
- Project Management: Trello, MS Project
- Content & Marketing Tools: Canva, Google Analytics, SEO & Paid Ads Basics
- Microsoft Office Suite (Excel, Word, PowerPoint)

Interests

Painting, Travel, Reading, Art History, Calligraphy