

# Asmaa Fekry Ahmed El-

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☎ 01227908392



## 🏆 Objectives

Obtain a position as a team-player in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve the corporate goals.

## 👤 Personal Info

Nationality: Egyptian  
Date of Birth: 21 March 1980  
Place of Birth: Cairo, Egypt  
Marital Status: Single

## 🎓 Education

Faculty: Social Work  
Helwan University  
Year: 2001  
Grade: Good

## 📚 Courses & Computer Literacy

-O.P Systems: Windows 2000 , XP , Vista , 7, 8 , and Macintosh O.P  
-Applications: MS Office (Word & Excel)  
-Network: Capable of dealing with LAN, WAN & Internet Environment.

## 🌐 Languages

Arabic (Mother Tongue) ●●●●●  
English ●●●●●

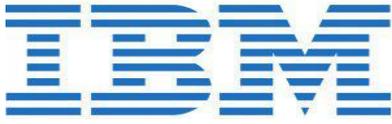
## 🚀 Skills



## ❤ Interests



# Work Experience



## **Coordinator and Customer service representative**

Jan 2015 - Till Present

IBM World Trade Corporation

### **Responsibilities:**

- Act as coordinator between IBM and InfoFort Egypt for secure document storage and information.
- Follow up collected files From IBM till reach INFOFORT.
- Contact IBM employee and INFOFORT responsible by mail to send or receive invoices required.
- Check INFOFORT invoices to ensure that service is done

## **Customer Service Representative**

Sep 2010 / Jan 2015

IBM Egypt Pyramids Heights, Cairo, Egypt.

### **Responsibilities:**

- Receiving the customers & suppliers calls
- Providing the necessary general information to customers & suppliers about (products- services - departments- addresses of dealers).
- Answering the customers questions about (Training courses- Education projects- Issued checks- newspaper).
- Trying to solve customer's problems (support level) or orienting them to specialized departments.

# Work Experience



## Telemarketing

Jan 2007 / Dec 2010

E-Nile for information  
technology

<http://e-nile.com/>

Maadi, Cairo , Egypt

## Responsibilities

- Direct distribution of product or service.
- Develop and follow up on business leads.
- Call, direct email, and perform other lead generation activities.
- Persuade potential customers to purchase a product or service or to make a donation.
- Obtain or verify customer information, including address, phone number, and payments methods.



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- Persuade potential customers to purchase a product or service or to make a donation.
- Obtain or verify customer information, including address, phone number, and payments methods.
- Enter information into computers.
- Explain products or services in detail.
- Answer questions from customers
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