

Mona Mahmoud Ahmed El Attar

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Summary:

Seeking a challenging position in the field of Training at a progressive organization in which I can fully demonstrate and enrich my skills and abilities.

Key Skills Areas:

- Excellent Communication Skills
- Analytical Approach to Problem Solving
- Excellent Negotiation Skills

Education:

Professional Human Resources (PHR)

Jun 2010

HR Certification Institute (HRCI) –Virginia US

Grade: Excellent.

Jun 2006

University: Ain Shams, Faculty of Arts (Archeology Dep.)

Grade: Good

Work Experience:

From Jan 2016 – Present:

Vodafone Egypt – (Full Time)

Position: Retail Store Manager – (Full Time)

Job Description:

- Maintains store staff by recruiting, selecting, orienting, and training employees.
- Maintains store staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.
- Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Identifies current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.
- Formulates pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends.
- Markets merchandise by studying advertising, sales promotion, and display plans; analyzing operating and financial statements for profitability ratios.
- Secures merchandise by implementing security systems and measures.
- Protects employees and customers by providing a safe and clean store environment.
- Maintains the stability and reputation of the store by complying with legal requirements.
- Determines marketing strategy changes by reviewing operating and financial statements and departmental sales records.
- Maintains operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures.
- Contributes to team effort by accomplishing related results as needed.

From Jun 2007 till Jan 2016:

Xceed Contact Center – (Full Time)

Position: Team Leader

From Sep 2010 till Jan 2016

Job Description:

- Supports team manager and performs management duties when manager is absent or out of office
- Manages inventories and stock, including keeping detailed records of inventory use and sales, and advising management on ordering where necessary
- Provides encouragement to team members, including communicating team goals and identifying areas for new training or skill checks

- Assists management with hiring processes and new team member training
- Answers team member questions, helps with team member problems, and oversees team member work for quality and guideline compliance
- Communicates deadlines and sales goals to team members
- Develops strategies to promote team member adherence to company regulations and performance goals
- Conducts team meetings to update members on best practices and continuing expectations
- Generates and shares comprehensive and detailed reports about team performance, mission-related objectives, and deadlines
- Ensures company brand materials and physical working spaces meet and exceed company presentation standards
- Provides quality customer service, including interacting with customers, answering customer enquiries, and effectively handling customer complaints

Position: Back Office Specialist (Full Time)

From Jan 2010 till Sep 2010

Job Description:

- Providing support services to users or staff within a business environment
- Collecting and analyzing business requirements
- Assisting in developing and providing training on internal systems

Position: Outbound Call Center Agent

From Dec 2008 till Jan 2010

Job Description

- Obtains client information by answering telephone calls; interviewing clients; verifying information.
- Determines eligibility by comparing client information to requirements.
- Establishes policies by entering client information; confirming pricing.
- Informs clients by explaining procedures; answering questions; providing information.
- Maintains communication equipment by reporting problems.
- Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.
- Updates job knowledge by studying new product descriptions; participating in educational opportunities.
- Accomplishes sales and organization mission by completing related results as needed.

Position: Inbound Call Center Agent

From Jun 2006 till Dec 2008

Job Description:

- Provided information to customer and facilitated the resolution of customer's Complaints and queries, Established and managed customer's account.
- Developed meeting agenda and prepared meeting information package
- Ensure Customer requests has been handled professionally and maintain the level of customer Satisfaction
- Ensured service and quality complaints are dealt with in a timely and consistent manner to customers' expectations while balancing needs of the company

Courses:

- **Coaching Staff development Skills**
AB Associates Management Consultants
- **Management Skills training**
AB Associates Management Consultants
- **Graduate Resource Program**
Dale Carnegie Training | Human Development
- **Italian Course**
Italian Institute at Cairo
- **English Course**
Provided by Berlitz

Languages:

Arabic: First language.
English: Very good speaking and writing.
Italian : Fair Speaking and writing.

Computer Skills:

Microsoft Office (Power Point, Excel, Word, Outlook)
Dealing with Different Computer Operating Systems

Interpersonal Skills:

- Ability to work under stress and meeting deadlines effectively.
- Strong planning, organizing, and monitoring abilities.
- Possess high standard of integrity.
- Ability to learn new tasks quickly and do it exactly.
- Good working with people and with business systems.
- Self-confidence and Self-motivation.
- Ambitious, Hard worker.

Personal Information:

- **Date of Birth:** 24-08-1985.
- **Marital Status:** Married.

References furnished upon requests