

## Aliaa Elsherif

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### Objective

Seeking a Key Account Specialist role where I can leverage my customer service and sales experience to build strong client relationships, increase sales, and contribute to business growth.

### Education

Bachelor of Arts, English Section  
Damanhour University | 2019 - 2023

### Key Skills

- ✓ Strong communication and interpersonal skills
- ✓ Ability to manage and build relationships with key clients
- ✓ Sales-driven mindset with experience in achieving targets
- ✓ Problem-solving and negotiation skills
- ✓ Ability to work in a fast-paced and team-oriented environment

### Professional Experience

#### Customer Service Representative – Sutherland

- Assisted international clients with car rental services, ensuring high satisfaction levels.
- Consistently exceeded sales targets by offering tailored rental packages.
- Developed strong problem-solving skills by addressing customer concerns efficiently.
- Maintained excellent client relationships, enhancing customer retention rates.

### Languages

- ✓ Arabic: Native
- ✓ English: Fluent

Seeking an HR Coordinator role to leverage my strong communication, organizational, and interpersonal skills, and to build a long-term career in Human Resources.

- ✓ Strong communication and interpersonal skills
- ✓ Organizational skills and attention to detail
- ✓ Employee support and onboarding assistance
- ✓ Problem-solving and conflict resolution

✓ Ability to work in a fast-paced and team-oriented environment

- Assisted international clients with car rental services, ensuring high satisfaction levels.
- Supported onboarding of new team members by sharing knowledge of systems and processes.
- Strengthened problem-solving skills by addressing customer concerns efficiently.
- Maintained professional communication across teams, enhancing collaboration and workflow.