



Aya Hany

Contact

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- 📍 Executive towers, Bussines Bay, Dubai

Education

2018

- Bachelor of Law, Zagazig University
- Diploma of civil law, Tanta University

Languages

- Arabic (Native)
- English (Fluent)

Skills

- Flexible: Expert
- Fast Learner: Expert
- Negotiation: Expert
- Work Under Pressure: Expert
- Handle Problems: Expert
- Interpersonal & Analytical: Expert
- Microsoft Office Suits: Expert

Profile

To obtain a position become associated with a company where utilization of skills is encouraged and to gain further experience while enhancing the company's productivity

Work Experience

Customer Support

Aug2020 - Nov2020 Trivago (Temporary Contract)

- Development of the brand's products on the international market. Continually adapting products to the way the market was evolving and the opportunities available.
- Typist visas and tickets agent

Call Center Agent

Apr2020 - Aug2020 Dubai Health Authority (Temporary Contract)

- Handling 100+ corona virus calls.
- Scheduling appointments for corona virus tests.
- Sending reports about confirmed cases.

Call Center Agent

Jan2019 - Feb2020 National Bank of Egypt

- Handling 100+ customer interactions perday, giving detailed personalized, friendly, and polite service to ensure customer retention and satisfaction.
- Memorizing all bank's products and services to be able to answer the customer questions efficiently.

Call Center Agent

Feb2018 - Dec2018 Raya Contact Center / Fetchr shipping company account

- Greeting customers, schedule shipments and ensure the client's shipments are delivered the way it should be.

Sales Representative

Jun2013 - Aug2015 Oriflame Company

- Utilizing interpersonal skills and demonstrated the ability to handle customer questions.
- Achieving weekly and monthly individual sales goals.
- Providing education to clients on skincare, makeup cosmetics and perfumes.