



Salah El-kharashi

Customer Service Representative

ABOUT ME

Energetic Customer Service Representative with 4+ years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

PERSONAL INFO

- salahelkharashi@gmail.com
- linkedin/salahelkharashi
- 054 4973603
- Al-Barsha, Dubai, UAE
- Visa status: Visit visa

SCAN ME TO SEND EMAIL



EXPERIENCE



- Customer Service Representative Team Lead** Mar 2020 - Dec 2021
Full-time • Beheira Gov., Egypt
 - Ensure proper handling of opening and closing procedures.
 - Maintain the agreed stock level at all times.
 - Ensure efficient and smooth day to day operations.
 - Ensure the team's adherence to company's policies and procedures.
 - Proper team's scheduling.
 - Communicate daily reports and correspondences to stakeholders.
 - Delivery of all the assigned tasks on time.
- Customer Service Representative** Mar 2018 - Mar 2020
Full-time • Beheira Gov., Egypt
 - Sell retail products and maintain customer service inside stores.
 - Promote products and services to customers.
 - Create solutions and ensure a smooth sales

COURSES



Principle of Banking Certificate Sep - Dec 2015
Egyptian Banking Institute (EBI)



Microsoft Excel Certification Jul - Aug 2015
Alexandria University

EDUCATION



BSc in Accounting and Finance Aug 2012 - May 2016
Faculty of Commerce, Damanshour University.

PERSONAL SKILLS

Team work	★★★★★	Communication	★★★★★
Time Management	★★★★☆	Adaptability	★★★★☆
Responsibility	★★★★☆	Creativity	★★★★☆

PRO SKILLS

Microsoft Office ★★★★★

LANGUAGES

English ★★★★★