

MARIAM ELHARREF

CUSTOMER SERVICE REPRESENTATIVE

Experience

CUSTOMER SERVICE REPRESENTATIVE

Teleperformance Egypt, city | 2019 - Present

I am working as a travel agent with a reputable travel agency world-wide. I learnt how to handle the customer's anger and frustration. I able to convince the customers with different alternatives and even it might be better than the one they had. I am a problem solver because in most of the cases the Airlines cancel or change the customer's trips. I able to work in team and achieve my personal and team target.

ENGLISH CO-TEACHER

Shaun the Sheep, city | June-September 2017 - Present

I was able to deal with kids of preschool stage. I helped the main teacher in handling the kids during the circle time, in the garden, and during art sessions. My main responsibility was to help the teacher in organizing the schedule. I really loved summer time because kids had pool time. I thought it would be difficult to enjoy and also take care of children but it was magnificent time.

ENGLISH ASSISTANT

El-Mahal Center, city | 2015 - Present

My responsibility was to explain the grammar to Secondary students who had any missing information during session. I had to correct most of the student's homework and exams. I was able to handle them during the session for the main teacher.

Education

BACHELOR'S DEGREE IN TRANSLATION, LITERATURE AND LINGUISTICS

Faculty of Alsun-Ain Shams University, Cairo | Graduating - 2019, City | YYYY - Present

I had already studied English and French Languages together how ever I am specialized in English Literature, Translation and Linguistics. My graduation project was about sociolinguistics. It was about how identity and how refugees represent their identity and how they can see themselves.

HIGH SCHOOL CERTIFICATE

Al-Farouk Islamic Language School, Masr El-Gdeda | Graduating - 2015, City | YYYY - Present
National Education

Skills

Skill group

English Language

French Language

Communication skills

Computer Skills

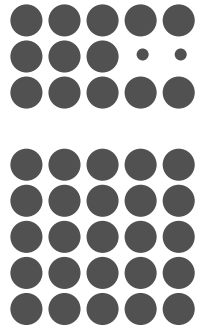
Writing Skills

Editorial Skills

Presentation Skills

Microsoft

Excel/Word



Contact

🏠 First Settlement

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