

# Shaza Elzhoor Mohamed Magdy

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**Mobile:** 01022140603

**Address:** Bsatin-Maadi, Cairo

**Date of birth:** 15-5-2002

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## Education

Al-Azhar University, Faculty of Commerce, Department of Accounting.

Graduated in 2024

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## Work experience

- **Vodafone | Cairo, Egypt**  
**Web Chat Agent | 2/2025 - Present**
    - Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
    - Managed multiple concurrent chats while maintaining a high level of efficiency and effectiveness in resolving issues.
    - Responded to customer requests, offering excellent support and tailored recommendations to address needs.
    - Consistently met or exceeded monthly key performance indicators, including chat quality scores and user feedback ratings.
    - Enhanced customer satisfaction by efficiently addressing and resolving web chat inquiries.
  - worked in a Aqua Technology International as customer service
  - worked as a handmade crochet designer as a private business for five years. I have experience selling and marketing via social media and own a private group on Facebook and Instagram.
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## Courses & workshops

- English course at Concept English Courses Maadi.
  - Training in communication skills, presentation and soft skills.
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## Linguistic skills

- Very good in English.
  - Computer skills.
  - Microsoft office apps.
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## **Interpersonal skills**

- Presentation skills.
- Public speaking.
- Time management, problem solving.
- Teamwork, Leadership skills.