

SHAHINAZ SHERIEF

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As a commerce and business administration graduate, I possess a diverse skill set tailored for dynamic environments. With strong negotiation, product development, and communication skills, I excel in delivering exceptional customer service and managing time and data efficiently. Proficient in MS Office applications and a dedicated team player, I am eager for a challenging opportunity to leverage these skills and continue growing professionally.

EDUCATION

Bachelor of Commerce and Business Administration

Ain shams University, Cairo, Egypt
2018 – 2021

PROFESSIONAL EXPERIENCE

Baytonia, Remotely

04/2024 – Present

Product Development Specialist

- Responsible for sales development, conducting market research, identifying customer needs, conceptualizing new product ideas, collaborating with cross-functional teams and ensuring product meets market requirements to drive innovation and business growth.

Mid Bank-Raya, Cairo, Egypt

06/2022 – 04/2024

Customer Support Agent

- Responsible for Assisting customers with account inquiries, transactions, loan applications, and financial product information; resolving issues promptly; promoting bank services; and ensuring compliance with banking regulations and policies to maintain high customer satisfaction and operational efficiency.

HC Furniture, Cairo, Egypt

01/2022 – 06/2022

Data Entry

- Responsible for accurately inputting, updating, and maintaining data in computer systems and databases, ensuring data integrity, confidentiality, and timely completion of tasks to support organizational operations and decision-making.

DIDI, Cairo, Egypt

07/2020 – 04/2021

Customer Service Operation Agent

- Responsible for Addressing customer inquiries, resolving issues, processing transactions, and providing accurate information and support to ensure customer satisfaction and uphold company policies.

Esmarr For Real Estate, Cairo, Egypt

07/2019 – 03/2020

Property Consultant

- Responsible for generating leads, building relationships, assisting in the process design and continuous improvement, and closing deals.

Skills and Expertise

- Negotiation skills
- Communication skills
- Odoo Software
- MS Office (Excel, Word, Power Point)
- Product development
- Customer service
- Data management
- Team player