

# SALWA AHMED

## CONTACT

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- Cairo -Egypt

## PROFILE SUMMARY

Motivated and organized individual with experience in customer service and social media sales. Passionate about graphic design, creative thinking, and developing new ideas. Skilled at handling customers professionally, solving problems quickly, and working efficiently under pressure. Always eager to learn and grow both creatively and professionally

## EDUCATION

2021-2026  
MSA UNIVERSITY

- Bachelor of Biotechnology

## WORK EXPERIENCE

**Customer Service Representative - Tourism & Hospitality Company** 2021-2022

The future company

- Responded to customer inquiries and provided professional support.
- Handled bookings and assisted clients with their travel needs.
- Managed complaints and ensured customer satisfaction.

**Social Media Sales - Online Business**

2023/6-2023/9

- Communicated with customers through social media platforms (Facebook, Instagram).
- Promoted products and achieved consistent sales targets.
- Followed up on orders and maintained smooth communication with customers.

## SKILLS

- Problem solving
- online sales
- working under pressure
- computer skills
- Teamwork
- Time Management
- Effective Communication
- Critical Thinking

## LANGUAGES

- Arabic : Fluent
- English : Very good