

Mayar Ali Fawzy



Accommodation available in Saudi Arabia

Seeking a challenging position in a reputed organization where I can learn new skills, expand my knowledge, and leverage my learnings.

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📍 Jeddah | Saudi Arabia

Work Experience

Senior Customer Experience Associate

HMM Shipping Line - Egypt

Nov23 – Present

Manage the customer experience for within the assigned scope.

Manage pricing activity following RFQs and sales initiatives.

Coordinate activities to meet shipping /loading/ unloading requirements.

Provide product and service information to customers.

Maintain a proactive approach in customer related inquires.

Reply to client queries and update the status of their shipments.

Develop pricing strategies for ocean freight.

Customer Experience Associate

MARTCIO Egypt

Dec22 – Nov23

Part of Martico Spain Reefer solutions 'Shipping & Logistics'

Responsible for the end-to-end ownership of customer shipments.

Ensure effective control of operational cost.

Manage sales tracking tools and updating system accordingly.

Owning and managing customer-facing activities.

Manage the end-to-end shipment process.

Reply to client queries and update the status of their shipments.

Coordinate the day-to-day Sales lead with another the departments.

Collaborate with customer service and handling customer requests.

Grow revenue and relationships with existing customer base.

Skills

Teamwork
Customer service
Communication
Organization
Excel

Interests

Swimming
Reading
Travel

Education

Alexandria University, Faculty of Commerce, English section.

Grade year 2022

Grade level Very good

Additional Courses

Digital Supply Chain Transformation Workshop

American University

Training for employment

Central Bank Of Egypt, Egyptian Banking Institute.

Microsoft Office.

New Horizon Training Center,

Customer Experience

University Center of Career Development

Alexandria University, Faculty of Commerce.

Internship Experience

Falcon Egypt, Freight Forwarding Company.

Logistics & Supply Chain, 2022.

Commercial International Bank

Financial Inclusion, 2021.

Computer Skills

MS Office	MARS	CRM	SAP	HubSpot
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Related Skills

Communication

Troubleshooting

Multitasking

Relationship building

Decision maker

Attention to detail

Organized

Deadlines

Punctual

Negotiating

Procurement

Customer Satisfaction

Personal Details

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