

Mira Magdy Deryas

Summary

Enthusiastic and dedicated individual seeking to leverage my academic background and passion for human resources to contribute effectively to an HR team. with a solid foundation in HR principles, employee relations, and organizational development. Eager to apply my skills and knowledge to support organizational goals and enhance employee engagement.

Education

- ٢٠٢١ , Graduated from faculty of Arts , Menoufia University. Major English .
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Work Experience

From ٢٠٢٣ Till date Current, MetLife , “Bancassurance”

- Handled client inquiries and provided expert guidance on insurance products, ensuring customer satisfaction and loyalty.
- Worked on developing and executing bancassurance strategies in partnership with ABK Bank, leading to increased sales and revenue generation.
- Created innovative sales materials and presentations, improving the effectiveness of sales pitches and leading to an increase in conversion rates.

From May, ٢٠٢٣ Till date Dec.٢٠٢٣ , Allianz , “Sales Specialist ”

- Developed and executed: personalized insurance plans for clients, resulting in an increase in policy retention and customer satisfaction.
- Established a strong referral network, generating ٣٠% of new leads through client referrals and recommendations.
- Achieved consistent monthly sales targets, , through proactive prospecting and effective closing strategies.

From Oct. ٢٠٢٢ Till date Feb ٢٠٢٣, Amazon , “Customer Service Specialist”

- Demonstrated expertise in Amazon's products and services, assisting customers with product selection, order tracking, and account management.
- Resolved customer inquiries and issues promptly and effectively, achieving a customer satisfaction rating of ٩٥% or higher

Courses

- ٢٠٢٤ “ HR Diploma “Advanced HR – Professional HR “ from Egycham .
- ٢٠٢٤ “Human Resources Management Diploma “ From Alison “Certified”.
- ٢٠٢٢ “How to Be HR” course from Ahmed Akil .

Skills

● Language:

- Arabic: Native
- English: Fluent
- Spanish: Beginner

● Computer:

- Microsoft Office Programs

● Skills:

- Customer Relationship Management
- Negotiation
- Sales Achievement and Recognition
- Continuous Learning and Development
- Client Relationship Management
- Goal Setting and Achievement
- Organizational Development
- Training and Development
- HR Policies and Compliance
- Problem-Solving
- Empathy and Emotional Intelligence

Extra Activities

- Volunteer at Conference in Menoufia as An Organizer and a Team Leader.