

Myriam S. GUIRGUIS

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**Summary:**

Dedicated and enthusiastic Customer Care Supervisor with almost 13 years of experience in the Customer Care Field. Skilled in providing my team with excellent support and patience to help them achieve their goals. Known for commitment, and Creative thinking. Aiming to use my abilities, skills and experience in new position.

Education:

2009-2010: Pre-Master at Faculty of Arts

2005-2009: Bachelor of Arts, French department

Grade: Good

Subjects studied at faculty: French Literature, Civilization, Compared Literature, Essay, Pedagogy, Drama, Novel, Translation, Conversation and Reading, Poetry, Literature History, Linguistics etc ...

2003-2005: Thanaweya Amma, Letter section at Franciscans French Religious School.

Courses / Diplomas:

- 2020: Self learning of Resin handcrafting Art.
- 2019: Graphic Design Diploma from Russian Cultural Center in Egypt and Adobe.
- 2009: French Conversation Certificate from the Institute Of France in Egypt
- 2005: Diploma in French Language Studies (DELF- level A5 French Civilization)
- 2003: Diploma in French Language Studies (DELF- level A6 Specialized Expression)
- 2002: Diploma in French Language Studies (Direct Access to DELF 2nd Degree)

Courses within Air France KLM

- 2020: Train the trainer for the "Ticket Refund" tools. (Different levels.)
- 2020: Train the trainer : Outgoing phone calls.
- 2019: Train the trainer for iCare tool in Bluelink Prague.
- 2016: KLM E-Learning "ISMS" (Safety Training).
- 2015: Course "Positioning yourself as Middle Manager" from Boertien Vergouwen Overduin in the Netherlands.
- 2015: E-Learning "Oscar 2015"
- 2014: Write to Delight – local office training in Cairo, Egypt
- 2014: PCIT (Point of Contact for IT) course in Cairo, Egypt.
- 2014: E-Learning "Air France General Conditions of Carriage"
- 2013: Visit to our office at Cairo International Airport
- 2013: E-Learning "Competition Compliance Law"
- 2012: PCIT (Point of Contact for IT) course in Dubai, United Arab of Emirates.
- 2012: "Signature de Service" Course – local office training in Cairo, Egypt

- 2011: Outgoing and incoming telephone calls course by “Ecole des Ventes” in Paris, France.
- 2011: European Regulation CE 261/2004 and Montreal Convention – local office training Cairo, Egypt.
- 2010: Pilot Customer Care Course by “Ecole des Ventes” in Paris, France.

Professional Experience:

1st April 2017 to Present: Customer Care Supervisor at Air France KLM (degree M1)

Responsible for a trilingual team with two Team leaders covering Central, Western Africa & Middle East.

Tasks:

- According to the area of expertise, liaise with the different local markets within the scope area in case of critical and legal cases, fraudulent cases, as well as for the Premium Customers.
- Handling the official complaints received by the different Civil Aviation authorities in the Middle East & Gulf Area.
- Provide assistance to the team according to the same scope area.
- Dispatch the claims according to the qualification of the team members.
- Ensure that all the claims are handled efficiently, within the company KPIs' and in accordance with the company guidelines in addition to the legal frame in the aim to gain Customer Satisfaction, guaranteeing the Win-Win situation.
- Discuss with the team members, their goals, and coach them to achieve it.
- Follow up closely the team's level of quality.
- Prepare and discuss with the team their achievements, and appraisals.
- Report to the management, the team activity and the achieved developments.
- Preparing reports to different markets when needed using Spotfire.
- Preparing monthly meeting
- Preparing presentations when needed.

In addition to administrative tasks:

- Oscar LSA (Local Security Administrator)
- IT support:
 - Helping the team to resolve any technical problems they may encounter while working.
- PCIT (Point of Contact for IT):
 - Managing standard requests (like Installation, Move, Add, Change)
 - Coordinating with the Helpdesk and IMAC service thru (AskForIT portal)
 - Assisting users with special (non-regular) requests
 - Sharing agreed with and provided by AF/KL IT support processes, procedures with local staff/management.
 - On behalf of the IT Deployment Agency to liaise with local technical suppliers/providers.
 - Collecting and forwarding demand for IT equipment to be invested to AEM, Assisting AEM (or IT Agency) during annual hardware renewal project.
 - Assisting AEM (or IT Agency) during annual hardware renewal project.
 - Keeping the asset inventory up to date.
- Trainer for the newly recruited staff:
 - Introducing to the newly recruited staff the features of the “Customer Care” in the airline field
 - Exploring the daily used tools (like: iCare, Eagle, Oscar, OCC and CCO, Customer Directory, Milweb, BagStory, ...)
 - Introducing Flying Blue Program
 - Explaining the Customer Care KPI (Key Performance Indicator)
 - Different transportation classes
 - Methodology of handling claims
 - Passage & Baggage Claims
 - Explaining the Legal framework (EC Regulations 261/2004, Montreal Convention 1999, General conditions of Carriage for both Air France & KLM).
- Trainer for any new tool. (i.e, in 2020, different Refund systems.).
- Ambassador for “iCare” tool

- Ambassador for ASK (old JKM “Joint Knowledge Management tool”).
- Ambassador for the “We Care for our Customer” program
 - Designing Rewards as part of the We Care for our Customer program Like mugs, badges, certificates, notebooks, ...
 - Filming and editing as part of the same program

1st July 2016 to 31st March 2017: Customer Care Team Leader at Air France KLM (degree B3)

Providing support, guidance and coaching for team members and ensuring effective handling of all claims in respect with the Target and high level of KPI, aiming to gain customer satisfaction and loyalty. Deputise and assist for my Supervisor when necessary.

Tasks:

- Handle difficult and critical claim like Social Media and Civil Aviation
- Communicate information about services and products to team members
- Ensure that the whole process of handling claims is consistently adhered to the team
- Analyse the nature of the claim and research all relevant internal information to handle it efficiently
- Offer compensation according to relevant guidelines and by demonstrating a sound commercial sense
- Assist team members, providers and other Customer Care centres with difficult or sensitive files and intervene when necessary.
- Report possible technical or procedural problems to the Customer Care Supervisors.

1st October 2009 – 31st June 2016: Customer Care Executive at Air France KLM

Tasks: Handling After-Sales claims and complaints received from customers, aiming to restore and maintain their confidence in our company in respect to the legal, human and commercial aspect. In addition to administrative tasks: IT support, PCIT, Purchases.

Interpersonal Skills:

- Committed
- Availability
- Creative thinking
- Good communication skills
- Encouraging
- Responsible & Determined
- Flexibility & Adaptability
- Good listener
- Problem Solver
- Tolerant
- Decision maker
- Team player
- Customer Oriented
- High Analytical skills.

Computer skills:

- General IT knowledge capability.
- Excellent Practice of Microsoft Office Systems (Word, Outlook, Teams, Power Point, Excel) and Bluejeans.
- Excellent Practice of BagStory, Oscar, iCare, Milord, Milord, Eagle, Siera & RPS and others Customer Care tools.

Languages:

Arabic: Mother tongue

French: Excellent command in writing and speaking

English: Very Good command in writing and speaking

Interest / hobbies:

Traveling, Photographing & filming, Drawing, Reading, Internet Surfing and Handcrafting.

Personal details:

Date of Birth: 13th April 1988

Marital status: Single

Nationality: Egyptian

References:

Available upon request