Montaser Hamdy Eid

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SUMMARY

Dedicated IT and Digital Marketing professional with a strong foundation in programming, data management, and business technology solutions. Holding a Diploma in Programming from the Information Technology Institute, and currently pursuing a Bachelor's degree in Information Technology at Delta Technological University. Experienced in data entry, digital marketing, and customer success, with a proven ability to optimize operations and enhance client satisfaction. Skilled in CRM systems, SEO, Excel, and SaaS platforms, with a passion for leveraging technology and marketing to deliver measurable impact. Excited to bring expertise in customer support and technical troubleshooting to Sahseh.

EXPERIENCE

Rekaz, **Customer Success Associate (Remote)**
Jul 2025 - Present

• Supported 100+ customers using Rekaz's CRM and booking system, improving adoption by 20%.
• Conducted onboarding sessions that enhanced activation efficiency by 30%.
• Provided multi-channel support (chat, email, phone) with a 90% first-contact resolution rate, boosting service quality and retention by 15%.

DAXUEN, **Data Entry & E-Commerce Specialist (Remote)**
May 2025 - Jul 2025

• Conducted extensive research on 2,500+ fashion products, identifying suppliers aligned with target audiences, increasing supplier alignment by 20%.
• Created SEO-driven product descriptions that improved search ranking and conversions by 18%, enhancing online visibility.
• Uploaded and optimized 150+ product listings across Shopify and Pinterest, increasing traffic by 25% and boosting sales.

Rewaa, **Product Onboarding Specialist (Hybrid)**
Jul 2024 - Feb 2025

• Migrated and verified inventory data for 500+ customers with 99% accuracy, enhancing data integrity.
• Improved onboarding workflows, reducing setup time by 25%, by analyzing and optimizing processes.
• Delivered excellent customer support through email, chat, and phone, achieving a 90% first-contact resolution rate.

Union Courier, **Data Entry Specialist (On-site)**
Jul 2023 - May 2024

• Entered and validated over 1,000 records weekly with 99% accuracy, ensuring data integrity and adherence to company standards.
• Conducted regular audits and implemented improvements, reducing errors by 15% and enhancing workflow optimization.
• Trained new team members on data entry systems and quality procedures, supporting team collaboration and operational efficiency.

EDUCATION

Delta Technological University, Egypt
B.Sc. in Information Technology Programming

Industrial Technology Institute, Egypt
Diploma in Information Technology
GPA: 4.0 / 4.0

LICENSES & CERTIFICATIONS

Foundations: Data, Data, Everywhere
Google • *https://n9.cl/jw1a1* • *Issued Apr 2025 - Expires May 2025*

Digital Marketing Fundamentals
Google • *https://n9.cl/qwd7l* • *Issued Jul 2022 - Expires Jan 2023*

• ***Career Essentials in Generative AI***
Microsoft • https://n9.cl/u15a1 • Issued Aug 2025 - Expires Sep 2025

The Service Mindset and Its Role in Business
LinkedIn Learning Community • https://n9.cl/y40bz • Issued Sep 2024 - Expires Sep 2024

SKILLS

Microsoft Excel • Data Management • Shopify • CRM Platforms (HubSpot, Zendesk, Intercom) • SEO • Data Analysis • SQL • SaaS Platforms • Communication • Time Management

HONORS & AWARDS

Top Achievement Award
for outstanding performance and customer success results