

MERNA MAHMOUD

Social media specialist

CONTACT

EDUCATION

Ain shams university

٢٠١٧-٢٠٢١

Bachelor of law - English section

AWARDS & CERTIFICATIONS

- Social media specialist diploma - IMFND
- Digital marketing professional - Nano degree program - UDACITY

SKILLS

- Social media analytics and strategy
- Content creation techniques
- Customer oriented
- Presentation skills
- Analytics reporting

PROFILE

I am a passionate social media specialist who is open for learning and sharing experience

WORK EXPERIENCE

SOCIAL MEDIA SPECIALIST / ACCOUNT MANAGER

Sour creative studios

July 2024 - Present

- Creating and executing impactful social media strategies
- Crafting tailored content
- Managing multi-platform campaigns
- Aligning marketing goals with business objectives

CUSTOMER SATISFACION LEADER

Decathlon Egypt

November 2022 - July 2024

- Handling large number of calls along with customers inquiries.
- Reporting issues and cases to managers and specialized team.
- Monitoring social media for the company.

ADMINISTRATIVE AND SOCIAL MEDIA ASSOCIATE

Trapped Egypt

July 2021-October 2022

- Handled sales calls and corporate deals for the team building.
- Responsible for quality assurance and handling customers
- Monitored social media content to maintain continuity across all social media platforms.
- Promoted to team leader and was responsible for trainings and auditing.