

# Fatemeh Tabatabaei

CRM Manager

## درباره من

Enthusiastic and driven professional with a strong background in customer relationship management (CRM), eager to bring my skills into the realm of product management. While I am new to the product management field, my experience in CRM has equipped me with key skills such as PRD development, data-driven decision-making, and cross-functional collaboration—skills that are crucial for successful product management. My passion for technology, combined with my proactive approach to learning Agile and Scrum, underscores my commitment to excelling in this exciting new career path. I am eager to leverage my problem-solving abilities and customer-focused mindset to contribute to innovative product strategies.

## تجربه‌های کاری

### Freelance Consultant

۱۳۹۷ فروردین تا ۱۳۹۵ فروردین | Freelance

Customized WordPress templates to meet client requirements.

- Provided technical assistance and network troubleshooting services.
- Designed journals using Adobe InDesign and Illustrator for various clients.

### Mathematics & Physics Educator

۱۳۹۹ خرداد تا ۱۳۹۷ مهر | Savior international school

Tailored dynamic lessons in mathematics and physics to the Oxford and Cambridge curriculum.

Achieved exceptional examination success rates and fostered lifelong learning.

### CRM Manager & Social Media Strategist

۱۴۰۳ فروردین تا ۱۳۹۹ فروردین | OABeans

Product-Driven Documentation: Authored detailed PRDs, including a comprehensive Zendesk integration, which laid the groundwork for seamless product enhancements within the CRM framework.

- Customer-Centric Improvements: Spearheaded initiatives to boost customer satisfaction by analyzing CSAT data and refining review policies, closely aligning these



اطلاعات تماس

تماس از طریق جابینجا

اطلاعات شخصی

سال تولد: ۱۳۷۱

وضعیت تأهل: متأهل

زبان‌ها

فرانسوی (مبتدی)

انگلیسی (حرفه‌ای)

عربی (مبتدی)

efforts with user needs—a key aspect of product management.

- Policy Development: Documented and implemented key operational policies such as client segmentation and agent workflow design, ensuring a structured and efficient customer experience.
- Data Analysis & Strategy: Leveraged Excel (Google Sheets) as a powerful tool for data analysis, driving insights that informed strategic decisions across sales and marketing teams.
- Cross-Functional Collaboration: Facilitated effective communication and project coordination across teams using Discord and ClickUp, ensuring alignment and smooth execution of initiatives.

### سوابق تحصیلی

مهندسی برق مخابرات (کارشناسی)  
دانشگاه قم | ۱۳۹۰ تا ۱۳۹۴

علوم شناختی - هوش مصنوعی (کارشناسی ارشد)  
پژوهشکده علوم شناختی | ۱۴۰۲ تا ۱۴۰۳

### مهارت‌های حرفه‌ای

تسلط به مفاهیم سئو در نویسندگی . نگارش و ویرایش محتوای متنی . ترجمه کتبی . ترجمه همزمان . آشنا با مفاهیم سئو و keyword ها . ساخت لوگو . ساخت بنر . تسلط به شبکه های اجتماعی . ساخت موشن گرافی . طراحی مجله . توانایی سرچ بالا در اینترنت . تسلط کامل به MS Office . آشنا با Google Analytics . آشنا با Search Console . تسلط کامل بر illustrator . تسلط کامل بر Indesign . آشنا با after effect . آشنا با photoshop . آشنا با HTML . آشنا با CSS . SCRUM . Customer Care



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