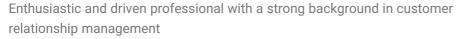
Fatemeh Tabatabaei

CRM Manager

درباره من



(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

Freelance | فروردین ۱۳۹۵ تا فروردین ۱۳۹۷

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

اتا خرداد ۱۳۹۹ | 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

OABeans | فروردین ۱۳۹۹ تا فروردین ۱۴۰۳

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



سال تولد: ۱۳۷۱ وضعيت تأهل: متأهل

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 تحصيلي

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 Search Console . آشنا با llustrator . تسلط کامل بر CSS . آشنا با HTML . آشنا با CSS . گوداشتا با SCRUM . Customer Care



طلاعات تماس

تماس از طریق جابینجا

اطلاعات شخصى

سال تولد: ۱۳۷۱ وضعیت تأهل: متأهل

زبانها

فرانسوی (مبتدی) انگلیسی (حرفهای) عربی (مبتدی)