

CONTACT



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📍 Saudi Arabia - El khober

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OBJECTIVE

Seeking a good opportunity in the field of customer service to extend my knowledge and experience with a creative and learning environment where I can work with a good qualified hard workers to improve my skills, gain practical experience and put my academic knowledge and skills into practice.

EXPERIENCE

29/3/2014 -
15/9/2014

- **Tele sales**

TE-Data

- Contact with customers to offer our service.
- After accpeting our offer we set an appointment.
- Follow up with the customers.

15/12/2014 -
1/3/2018

- **Customer service and sales**

Orange

- Salute the customer & stay in control.
- Acknowledge customer's sales situation.
- Listen & discover the customer needs.
- Solve customers issues & sell / upsell suitable offer.
- Attain customer's agreement & satisfaction.

1/4/2018 -
1/10/2018

- **Senior**

Misr Emirates for insurance

- Collect customers data.
- Call the customers and explain our service.
- Determine the time to meet customers to close our deal.

15/10/2018 -
1/3/2020

- **Teacher**

Freelance

- Teaching English for kids with Jolly phonics Method.
- Teaching Math.
- Revision & explain lessons.

25/1/2020 -
29/4/2022

- **Customer service and sales**

Vodafone

- Solve customers problem.
- Handle customer.
- Sell and upsell with suitable offer for the customer.
- Handle tasks like archive, audit, display and cash.

25/5/2022 - Still

- **Sales agent indoor and teller**

Fawry plus

- Handle Cash Center.
- Handle customers.
- Offering our service like insurance, investment , loans and smart wallet.

1/10/2023 -

- **Business development**

Construction Land company for contracting

- Implement and coordinate the company business plan.
- Identifying new business opportunities.
- Developing along-term vision of the company.

-Maintaining relationships with existing clients.

EDUCATION

- 2012
 - **Zagazig University**
Faculty of commerce English section
Good
- 2016
 - **Zagazig University**
Educational Diploma
Good
- 2018
 - **Zagazig university**
Faculty of law

SKILLS

- - team building -problem solver.
- -Good computer command.
- -Excellent Communication, Presentation skills& soft skills.
- -self motivated.
- -Decision maker.

LANGUAGES

- Mother Tongue: -Arabic
- Other Languages English: -Listening C1 -Reading C1 - Spoken C1 -Writing C1
- French : Listening A1 -Reading A1 - Spoken A1 -Writing A1

TRAINING

- Trained as an accounting in Mohamed maowd company in the period starting from 1/10/2010 to 30/12/2012

COURSES

- -Icdl course "2011".
- -General Accounting "2012".
- -Intermediate English course at Axon "2014".
- -Diplomatic representative at Artc "2014".
- -Soft skills at Amid-East " 2015 ".
- -Online Courses" 2022"
 - HR Management.
 - Digital Marketing.