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| NM | NOURMOHAMED  |
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|  | 01111016467 |  | summary about me: |
|  | : nourahmedrefay97@gmail.com |  |
|  | GIZA/DOKI/EGYPT/ Address: 7 Gad EID STREET |  | Experienced Customer service with a demonstrated history of working in the communication industry. | Skilled in Negotiation, Team Building, Public Speaking, Partnership Accounting, and Financial Accounting |
|  | https://www.linkedin.com/in/nour-alrefai-9976751a4 |  |
|  | DATE OF BIRTH:17/6/1998 |  |
|  | Skills |  |
| -Answer local and offshore calls of customers1/3-Handle customer inquiries both telephonically and by email2/3-Carrying the proper troubleshooting steps and investigation necessary to solve the cases in hand3/3 |  |
|  |  |  |  |
| .presentation and communication skillsEducationMODERN ACADEMY FOR COMPUTER AND MANGEMENT TECHNOLOGYDepartment:Grade : Good  Bachelor's degree |  | Experience-CUSTOMER CARE EXECUTIVE. Mobily/maadi/2016-2017-CUSTOMER CARE EXECUTIVE-ANALYZER.awad securities company Courses:- Department of financial and economic research- Diploma of stock exchanges analyst |

Administrative department of economics

General (September 2016-september2022)