

CONTACT

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OBJECTIVE

Seeking a challenging position in a reputable entity where my prior experience and my skills can be efficiently utilized and new experiences can be obtained and hardened. I am self-motivated and eager to learn.

EXPERIENCE

June 2024 - Now

- **Customer service Inbound (Retail, Support Premier)**

Attijariwafa Bank Egypt

Handling customer's inquiry, requests, complaints and take the needed action on their product or service to help them.

Identify and assess customers' needs to achieve satisfaction.

Build sustainable relationships and trust with customer through an interactive communication

Provide accurate, valid, and complete information by using the Rights methods/tools.

Guiding customers who their cards are blocked to give them feedback and the needed action to get a new card.

2017 - 2024

- **Customer service**

Raya – Banque Du Caire account

2023 Call centre Outbound Team Telesales

2023 Call centre Outbound Retention Team

2020 Call centre Outbound Activation Team

2019 Call centre Outbound Sales Team

2018 Call centre Outbound Installment Team

2017 call centre Inbound

2015 - 2017

- **Financial accounting**

ElFagala Company

EDUCATION

2016

- **Helwan University**

Faculty of Commerce and Business Administration Major : Accounting

Good

SKILLS

- Management Skills
- Good Communication Skills
- Time Management
- Decision making
- Initiative and Problem solving abilities
- Leadership
- Hard Worker
- Very Fast To Learn New Technology
- Sales Skills
- Very Good at Microsoft Office
- Excellent Outlook
- Ability to work in group

LANGUAGES

- Read - Arabic, English Write - Arabic, English

PERSONAL DETAILS

- Date of Birth : 03/02/1993
- Marital Status : Single

- Nationality : Egyptian

EXPERIENCE PROGRAMS

- Microsoft Office (Outlook - Excel - Access - PowerPoint)
- CRM
- NI
- Flex
- Oasis
- Zoom
- Cisco
- Avaya
- Master connect
- Mobile wallet
- UPG
- Power Card