



REMONDA WADEA

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DOB 4/10/1996

in Remonda wadea

Objective

Obtain the role of customer service to meet the needs of customers and help them in solving their problems and answer their inquiries, to maintain the name of the company and its high.

I am self motivated, ambitious and eager to learn, I am willing to take responsibility and work independently, at the same time, I can work well in teams.

Education

Alexandria university, faculty of arts, department greek and roman archaeology

2018 — good

Experience

octopus outsource (talabat account)

14 march 2022 - 31 march 2024

customer care (chat support english and arabic)

- support customers in their orders and help them to solve their issues
- support 3 customers in the same time in different countries and make calls with restaurants and drivers
- Task SME (providing knowledge and experience in the specific area, recommending best practices, overseeing technical solution development with agents to help customers)

octopus outsource (talabat account)

march 2021 - june 2021

customer care agent (chat support)

- support customers in their orders and help them to solve their issues
- support 3 customers in the same time and make calls with restaurants and drivers

Dubci and move it application

February 2020 - October 2020

one of management team

Responsible for two representatives, I was responsible for registering drivers, following them up and solving all these problems.

Dubci and move it application

december 2019 - February 2020

call center

Worked as call center for 3 months

Support customers and drivers during their trips and outside trips

vodafone Egypt

december 2018 - November 2019

customer service

Meet customers at store and solve their issues

Offer our products to them

Skills

- 1-team work skills.
- 2-well organizational.
- 3-multi tasking.
- 4-hard working reliable with good work ethics.
- 5-problem solving skills.
- 6-ability to deal with different characters.

languages

Arabic : mother tongue

English : Excellent (spoken, written, reading)

French : fair
Italy : fair

computer skills

- 1- Microsoft office (word , excel , PowerPoint)
- 2-sufficient knowledge of social media (facebook ,instagram)

Training

- 1-trained for 3 month in the national museum on how to be professional tour guide and description of archaeological places.
 - 2-volunteered for 8 years in providing children with skills spirtial capacity building from 2014to 2021.
 - 3- training online course on business and entrepreneurship skills from 27dec 2020 to 31dec 2020 .
 - 4- online course on CRM (customer relation manager) .
 - 5-TOT training
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