



## *Rehab Ahmed bad El Fatah*

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### Objective

I have a lot of experience in this field of life insurance, medical insurance this done through direct dealings with customers or through telesales call centre

### EDUCATION

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- Marital status: single
- Faculty of commerce, accounting Dept.

### Courses

- Egyptian insurance institute
- Digital marketing

### Personal skills:

- Accept criticism and work positively towards the best
- Work well under pressure
- Have good communication skills and organizing ability
- trying to get the ability of talking to all kinds of people ▪ Able to learn everything new and challenging
- Have the ability to create and motivate others.

## *Experience*

### **Tele performance company 2023 till now**

Call center telesale in market Dubai  
(The first group company) real estate

### **Ameer group 2019 - 2022**

Create structure to manage property insurance sales Operations  
Department Manager including medical insurance and banc assurance.

### **Chubb life insurance call center company 2017-2019**

#### **Call center, CS (program crm, on agent)**

Search and find a new segment of customers, renewal another policies and  
raise the value of it.  
Restore customers who stopped dealing with our company resulting of some  
problems.

Lead a team of 5 agent

And develop an action plan aimed at achieving the required targets weakness

#### **•trainer in addition of my work:**

Junior Program Coach Preparing  
training programs.

Continuous evaluation of the team during the various training stages

Check all data entry for each customer

Customer satisfaction verification after sale customer service Attend all  
recruitment processes to get the best for the team.

#### **Checkup .application**

Reviewing all application before issuing.

### **Customer service dept.at Nestle Company 2016**

**Sensor analyses** beginning:

Customer service .call center, CRM