

Youssef Abdel Hafez

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Experienced and resourceful [Currently technical support for customer service] Accomplished at [I receive calls from customers and identify the type of problem facing the customer and work to solve it through the system or by describing the solution to the customer.]. Thrives working in a dynamic environment that call for exceptional adaptability, flexibility, and effective collaboration.

WORK EXPERIENCE

Nov 2023 – current technical support for customer service Orange Company Cairo (Egypt)

- I review the offers and persuade them to enter higher packages on the Internet, and this is a competition between me and my friends at work.
- I respond to customer inquiries.
- I also solve problems facing the client by identifying the problem, working on it, and describing its solution.

2022

- I was in military service.

2019 – 2021 Customer service and data entry Americana Company Giza (Egypt)

- Receiving customer requests
- Working to increase sales profits by contacting customers and persuading them with special offers.
- Organizing the work environment and training new employees

2018 Seller Supermarket Giza (Egypt)

- I worked as a seller in a supermarket.
- Organize and inventory products near expiration dates.

RELEVANT SKILLS

- **Computer skills:** Microsoft Office(Excel, Word, power point, windows)
- **Technical:** Accounting, Cooking, Data Entry.
- **Professional/Social:** Teamwork, Project- Management, Communication, Leadership, Organization, Problem-solving.
- **Languages:** English (Good little)

EDUCATION

2022 *bachelor's degree in foreign trade with a very good GPA.* **Helwan University (Cairo, Egypt)**
I studied import, export, and logistics, and I studied economics, finance, and accounting

2019 **Diploma in management information systems** **Commercial Technical Institute**
(Cairo, Egypt)
