


Hossam Ehap

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Gender: Male **Date of birth:** 23/07/1995 **Nationality:** Egyptian

ABOUT ME

Intinally, My name is Hossam Ehap, I live in Egypt, Basically, I'm from Cairo, I graduated from faculty of law the university of Helwan, I worked as a Customer Service Representative at ECCO Technical Park at Al-maadi, then once again I worked as a Customer Service at Nissan Al-saba Auto-service at Zahraa Al-maadi, furthermore, I worked as an Human Resources Coordinator/Administrator for a year, also I've gotten a solid experience in Human Resources, however, I'm passionate about working in Human Resources Department, also, I've gotten a certificates in Human Resources just like Basics of Human Resources, and Fundamental of Human Resources, and also I've got a certificate in The fundamentals of Digital Marketing, and I've got a certificate in Introduction To Entrepreneurship (EUC American University in Cairo), I'm self-motivated, self-confidence, self-taught, self-driven, self-assurance and self-reliance, I'm hardworking and attention to details, I'm punctual and precise in my job, I'm consistently developing myself in order to reaching a higher position and achieving my goals.

WORK EXPERIENCE

[10/02/2018 – 30/05/2019] **Customer service representative**

ECCO

City: Cairo

Country: Egypt

Main activities and responsibilities:

- Maintaining a database of customer information
- Checking product or service availability
- Assisting customers with registration or account creation
- Passing customer feedback onto the product or sales team to improve the organisation's offerings
- Excellent interpersonal and active listening skills
- Clear communication skills and a strong command of the English language
- Ability to work well in a team
- Multitasking skills and good organisational abilities
- Ability to work calmly under high-stress situations.

[01/09/2019 – 30/05/2020] **Customer service representative**

Nissan Al-saba Auto-service

City: Cairo

Country: Egypt

Main activities and responsibilities:

- Excellent verbal and written communication skills
- Active listening skills
- Patience and the ability to remain calm in stressful situations
- Excellent interpersonal skills
- Ability to accept criticism
- Sales and persuasive skills
- Attention to detail
- Responding to customer complaints
- Take customer calls and provide accurate, satisfactory answers to their queries and concerns
- Call clients and customers to inform them about the company's new products, services and policies
- Collaborate with other call center professionals to improve customer service
- Help to train new employees and inform them about the company's customer management policies.

[01/10/2020 – 30/12/2021] **Human Resources Coordinator/Administrator**

City: Cairo

Country: Egypt

Main activities and responsibilities:

- Consulting with the employer and identifying employment needs
- Interviewing potential applicants regarding their skills, experience and education
- Contacting references and performing background checks on applicants
- Informing applicants about position details, including working conditions, benefits and duties
- Hiring or referring qualified applicants for the employer
- Conducting or helping with new employee orientation
- Keeping process paperwork and employment records
- Organise and lead weekly or monthly meetings with team members
- Work closely with executive team members to better understand the needs of the company
- Coach, lead and mentor team members to meet objectives
- Create job descriptions for new hires
- Evaluate current team members and identify areas of training improvement
- Perform administrative duties, such as maintaining employee database and sorting emails for the HR department
- Maintain proper records of employee attendance and leaves
- Assist HR Manager in policy formulation, hiring and salary administration
- Submit online job postings, shortlist candidates and schedule job interviews
- Coordinate orientation and training sessions for new employees
- Ensure smooth communication with employees and timely resolution to their queries.
- Screening the cvs and shortlisted all the potential candidates.

**EDUCATION AND
TRAINING**

[2013 – 2017] **Helwan University**

Faculty of Law

Address: Cairo , Egypt

Basics of Human Resources

Udemy

Fundamentals of Human Resources

Bayt, Edraak

The Fundamentals of Digital Marketing

Google, Open university

An introduction to Entrepreneurship

AUC (American University in Cairo), Edraak

LANGUAGE SKILLS

Mother tongue(s): Arabic

Other language(s):

English

LISTENING C1 READING C1 WRITING B2

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

DIGITAL SKILLS

Microsoft Office, Microsoft Word, Microsoft Excel, Outlook, Facebook, Google | Social Media/Social Network | Google Suite (Docs, Sheets, Slides) Avanzado | Experience in video conferencing (Zoom, Skype)

COMMUNICATION AND INTERPERSONAL SKILLS

Communication skills

- Flexibility in thinking and operating style
- Encouraging and inspiring people to do their best
- Good and clear communication skills
- Collaborating and working well together with others
- Listening well
- Patience when dealing with others
- Public speaking and presentation skills
- Respect for everyone, no matter who they are
- Socialising skills
- Being good at team building and at building trust
- Active listening

ORGANISATIONAL SKILLS

Organisational skills

- Computer Skills
- Interpersonal Skills
- Management Skills
- Problem-Solving
- Time Management
- Team leadership
- Interpersonal communication
- Good verbal communication
- Public speaking
- Written communication
- Email management
- Systems administration
- Team building
- Decision-making
- Project planning
- Task delegation
- Team communication
- Attention to detail
- Goal setting