



KAREEM MOHAMMED REFAAT

Personal Information

Address: Madinaty Compound, B11, Group 114, Cairo, Egypt.

Mobile No: +2-01050724394

Date of Birth: 04/04/1988

Nationality: Egyptian

Military Status: Exempted

Marital Status: Married

Email Address: kareem.refaat@hotmail.com

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Professional Summary

Seeking a challenging career with a progressive organization which will utilize my skills, abilities and education, Also a full-time job in the field of Customer service, or Sales.

To work with an organization this will provide good conceptual environment Performance based work Culture and to utilize my knowledge and skills in the best possible way.

Education

- Bachelor of Hotel & Tourism from Al-Alsun Academy, May 2009, Cairo, Egypt.

Current Position

- Sales Supervisor MRG Egypt
From Dec 2022

Previous Experience

- Branch Supervisor Sixt Egypt (Cairo Airport Branch)
From Mar 2021 until Dec 2022
- Senior rental sales agent Sixt Egypt (Cairo Airport Branch)
From Jul 2017 until Mar 2020
- Customer service executive contact center (HSBC Bank)
From July 2015 until Feb 2017
- Customer service at Rezayat company LTD in Saudi Arabia (Sabir Project)
From May 2013 until Oct 2014
- Receptionist (Movenpick hotel and Casino Cairo Media-city)
From Apr 2010 until Apr 2013

Skills

- Good Computer Skills.
- Hard worker and ambitious.
- Ability to work under pressure.
- Good command of English language.
- Very adaptable: can work individually and as a member in a team.
- Ability to learn new tasks quickly according to the job need & creative.
- Strong communication and interpersonal skills with a demonstrated capacity to interact.
- Good awareness of health, safety and security procedures in the workplace and own responsibilities within these.

Language Skills

- Arabic (Mother language)
- English (Advanced)

Training

- Sales (Abou Ghaly Motors)
- Handle customer complain (Abou Ghaly Motors)
- Financial crime risk (HSBC Bank of Egypt)
- Communication Skills (HSBC Bank of Egypt)
- Fire Fighting (Citizen Fighting Institute)
- English (Movenpick Hotel)
- Customer Service (Movenpick Hotel)

Achievements

- Employee of the Month (Sixt Egypt)
- Thanks letter from Madonna Lamie Team manager (HSBC Bank).
- Three Thanks letters from customers (Movenpick hotel)
(Available for viewing upon request)

References

Name	Company	Mobile No	Email
Mohammed Emad	Movenpick Hotel	+20-1002150684	memad@icloud.com
Tarek Mahmoud	Sabic	+966-505443420	tarekma80@yahoo.com
Madonna Lamei	HSBC Bank	+20-1090549101	madonnalamie@gmail.com
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