

TAHA EHAB TAHA



Contact

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Personal Details

Date of Birth : 14/07/1998

Skills

1- Answering questions2- Quality assurance3- Microsoft office4- Gathering information

80%

5- Problem- solving skills6- Performance improvement7- Complaint resolution8- Calm disposition

80%

9- Microsoft Word10- Microsoft Excel11- Selling technique

80%

Languages

Arabic : Fluent mother tongue

OBJECTIVE

Motivated English language graduate with strong experience in customer service and sales. Seeking to apply communication and problem-solving skills in a dynamic, growth-oriented organization.

EDUCATION

Higher Institute of Language and Translation Graduate
BA in English language 2020
Good

EXPERIENCE

Abu Ghaly Motors 01/2017 -
Customer service agent
1- Educated customers on product and service details and information. 01/2018
2- Adhered to company policies and scripts to consistently achieve call-time and quality standards.

Sixt Company 01/01/2018 -
Rental sales agent
1- Helping customers how to choose something suitable by knowing some basic information 01/05/2018
2- The right way to convince the customer
3- Maintained accurate and current customer account data with manual forms processing and digital information updates.

Avis Budget Company 01/05/2018 -
Senior sales agent
1- We strive to provide the best service to customers by explaining the types of cars available and the distinct categories that suit the customer's rental service needs.
2- Entered customer information into customized computer system with excel to document and organize client records
3- Resolved over customer issues per shift by researching and exploring answers, implementing solutions and escalating unresolved problems to upper management

English : Excellent Reading,
Listening and writing

German : Basic

COURSES

English course (Not Courses Academy)
Customer service course (Abou Ghaly)
Selling technique course (Abou Ghaly)
Self leadership training (Avis Budget)
Business communication (Avis Budget)
Selling technique course (Avis Budget)

MILITARY

Exemption from military