

# ESRAA MOHAMMED SHAWKY AHMED

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Assuit\_Takseem ellhoqeen next to elsalama hospital

<https://www.facebook.com/esraa.showqy>



## Objective

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately



## Experience

### Wasla outsourcing company

*1/1/2021 - 28/7/2021*

Call center agent for Vodafone account 888  
\_greet customers, and help them to solve problems by serving them in a perfect way to reach their satisfactions

### Orange

*5/10/2021 - Still working there*

Call center agent for orange account 110  
\_greet customers, and help them to solve problems by serving them in a perfect way to reach their satisfactions



## Education

### Assuit university

*2016/2020*

Faculty of education /English department  
Very good



## Skills

- Identify the most important accounting principles -  
ability to work individual and as cooperative team -  
Good communication skills -  
making decisions - learn new tasks quickly



## Reference

- ""

Customer service/call center  
essraa345678@gmail.com  
01225694477



## Language

Arabic/ native language  
English/excellent both writing and speaking



## Personal Details

Date of Birth : 1/10/1998

Marital Status : Single

Nationality : Egyptian