

KARIM AHMED ESMAIL

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Twitter/Blog/Portfolio



EDUCATION

BSC. Of Accounting | School of Management, Modern Science and Arts
University.

FROM 2013 – 2018

Course work: Financial Accounting, Human Resource Management, Macro Economics, etc.



EXPERIENCE

Customer Service Agent | National Bank of Egypt

FROM APRIL 2022– CURRENTLY

- Take calls from clients that have questions, inquiries and complains.
- De-escalate situations involving dissatisfied customers, offering patient assistance and support.
- Promote the bank's news products, services and policies.
- Buy investment certificates for bank's customers in local and foreign currency.
- Help clients to register in bank's applications and services.

Teller | Egypt Post

FROM MARCH 2020 – 2022

- Assist customers with basic transactions, such as making deposits and withdrawals.
- Accept cash, checks, and other forms of payment from customers and keeping deposit slip, checks, and cash in order.
- Answer customers' questions about their accounts and the post office services and products.
- Settle bills (phone, electricity...) for customers.

Customer Service Agent | Etisalat Egypt

FROM APRIL 2018 – SEPTEMBER 2018

- Work as a customer service agent receiving calls from clients that have questions, inquiries and complains.
- De-escalate situations involving dissatisfied customers, offering patient assistance and support.
- Help clients to register in company's applications and services.

Sales agent | Demaya Store for Women's shoes
FROM MARCH 2018 – APRIL 2018

present, promote and sell products.



SKILLS

- Persuasive speaking skills
- Empathy
- Adaptability
- Ability to use positive language
- Clear communication skills
- self-control
- Taking Responsibility