

Ramy Yasseen Elhelw

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Nationality: Egyptian

Visa Status: Resident

Gender: Male

Qualifications: Bachelor of physical Education / Alexandria university

Diploma in sport injuries July 2012.

Military Service: Exemption

Marital Status: Married

Date of Birth: 09 September 1989



Career Objective

I would like to build a challenging career in Customer Service sector and Teaching sectors applying with my Experiences

gained from my career, my experience packages I am a capable and career oriented individual with a creative ability and analytical skills necessary for optimum productivity and performance.

Experiences

Customer service Representative at Americana – Kuwait Food Company SHJ HQ (Oct2021- Nov 2022)

Job Duties : handling customer service needs on Sprinklr System on Social Media platform and internal system of the company on SDM .

Call center Agent at Teleperformance located in Dubai with government project at DHA Dubai Health Authority (Nov2017-Dec 2019)

Job Duties : book all the medical appointment related to the patients, handling inbound & outbound calls -CRM registration for each case-send the request tickets case by case- handling customers complaints- chat & emails-manage & update customers data base-support customer for technical issue with the relevant applications.

Call center Agent and Operation in (AAA) Arabian automobile association located in Dubai United Arab Emirates (Jan2017-Sep2017)

Job Duties: handling inbound & outbound calls -CRM registration – Emails & Relevant APPs like RTA Smart Tow .

Physical Education Teacher at Delta International Language School (Sep 2013 – Dec 2016)

planning and leading PE lessons, getting students to compete in sporting events and evaluating their performance .

Physiotherapist at (Al Delta) physiotherapy and rehabilitation center (Aug2012-Aug2013) .

Job Duties: preparing patients reports & set the patients physical sessions for medical treatments which contain the routine program course or even in the water.

- ✓ **Microsoft Operating System .**
 - ✓ **Chrome OS.**
 - ✓ **Microsoft Office .**
 - ✓ **Sprinklr System**
 - ✓ **Windows (Advanced Software requirements)**
 - ✓ **Microsoft Office: Word, Excel, PowerPoint**
 - ✓ **Internet Skills**
 - ✓ **EducationSolution(InteractiveBoard–Projector–SoundSystem–Fingerprintfor Attendance).**
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Languages

- ✓ **Arabic: Mother Tongue.**
- ✓ **English: Very Good (Reading – Writing - Speaking).**

Personal Skills

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|----------------------------------|-----------------------------------|
| • Communication skills. | • work under pressure |
| • Research & Analysis | • Team Player |
| • Organizational Behavior | • Leadership Skills |
| • Business Ethics | • Ability to learn quickly |
| • Excellent communication | • sociable |