**Alaa Hassan Taha Ahmed**

Seeking a position where I can benefit the bank with my professional experience as well as develop and advance in my skills capabilities

PERSONAL INFORMATION

Name Alaa Hassan Taha Ahmed

Date of birth 17/07/1994

Marital status Married

E-mail [hloly58@gmail.com](mailto:hloly58@gmail.com)

Phone 01146183741  
Address 7 ST El Madinah El Mnwara El Nozha

Nationality Egyptian  
   
Educational Background

Holding Bachelor of commerce from Ain Shams University class of 2016 major Accounting , Grad GOOD

Working Experience

Customer service representative at Raya contact center Etisalat Misr project, starting from July 2017 till July 2018.

Customer service representative at Raya contact center Bank Misr project starting from August 2018 till October 2020.  
  
Responsibilities

Handles customer inquiries from beginning of the inquiry to it’s closing with respectable attitude

Resolves customer complaints & problems aiming for customer satisfaction

Optimizes customer contact opportunities

Working on different systems such as ( MSCC, Power card, I-Flex, Oasis ,Fincale ,Vasco , Info view , Cisco , sieble ).

Trained on all banking product and serve all information through phone

Responsible for answering those inquires to the satisfaction of customers, Responds to incoming.

Works with all customers to resolve inquires keeps up to date with products & service offering.

Handling customer inquiring & complaints over the phone.

Contacting with branches and other departments in order to solve a certain issue or handle a particular objection

Making outbound international calls

Activating the new issued cards in and outside Egypt as per customer`s request

Personal Attributes

Very good control of the English language (speaking , writing and reading ).

Have excellent communication skills.

Have the ability to work individually on a project, or as a cooperative team member with no problems meeting tight deadlines.

Improved my customer service etiquette

Professional Studies

ICDL at Ain Shams University from 13/09/2015 to 13/10/2015.

I Improve my English language at Reach Out Language Center in Level 6.

Soft Skills Courses ( RAYA CONTACT CENTER )  
Negotiation Skills   
Problem Solving   
Basics of Leadership Skills   
Communication Skills with public , Fellow employees , Supervisors and Customers

Customer service course

learning how to contact with all kind of customers