PERSONAL INFORMATION

Name : Manar Atef Mahmoud khalil

Date of birth :14/07/1995

Marital status : Married

Phone : 01002112891 –01017070229
Address : 36 ST Zayed Ismail El Matarya

 Nationality : Egyptian

Educational Background

Holding Bachelor of commerce from Ain shams university class of 2021 business management, Pass

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

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

Personal Attributes

Excellent 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

I Improve my English language at armed forced English course

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