

Eman Farrag Abdelhafez Abdallah



E-mail: Emanfarrag22@gmail.com

Mobile Phone: +(2011) 00202136/+(2011) 11134622

Date of birth: 23/10/1986

EDUCATION

Bachelor of Commerce in Business Administration

Alexandria University, Alexandria, Egypt.

(2015)

QUALIFICATIONS

- Professional experience in sales
- Vast experience in telecommunications
- Highly skilled in presentation and in written and oral communications.
- Highly professional and skilled in customers service and highly capable to gain their trust and loyalty.

WORK EXPERIENCE

2016 - 2018

- Legal Accountant & Auditor at **Mostafa El-Banna Legal Accounting Office**

- Administrative Affairs Specialist of the Swimming Team at **AL -Ittihad Club in Alexandria.**

2018-till 29/05/2023

- Customers Service Specialist at **Etisalat Egypt:**
- Sales executive
- Customer service
- Administrative and office work
- Settlement of customers' accounts
- Checking all legal procedures and directing cases to the relevant departments

LANGUAGES

- **English:** Professional working proficiency.
- **Arabic:** Native – Classical and Colloquial.

Courses & E-Learning:

- Retail Introduction Course
- Sales Master Training
- Swiss E-learning Institute
- Management of Art Course

TECHNICAL Skills

- Using internet applications.
- Using Microsoft Office & Operation System Windows.
- Microsoft Excel Professional.
- Microsoft Word Professional.