

Aml Nabil Rashad Abo Shamaa



CONTACT

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Date of birth: 18/07/1996

Nationality: Egyptian

Marital Statues: Single

Personal Skills

Negotiations Skills

Communications & interpersonal

Ability to work under pressure

Good appearance and able to influence others

Activity Participate in team work

Soft Skills

Microsoft Office

ICDL

English

Career Objectives

I am looking for a challenging job with a rapidly growing organization that can provide me with a range of goals and job objectives within a contemporary and economical business setting.

Education

Sep. 2017-2021

Bachelor of Social Services, Dam nhur University

GPA: Good

Experienc

Experienc

Management & Accounts, Surveillance Cameras CO.

Aug.2020 – Sep.2021

Casher, Carrefour Alex City Center

Oct.2021 – June.2023

Technical support agent, Telecom Egypt "WE"

- Answer inbound calls professionally.
- Make oubound calls to follow up and answer the customer inquiries.
- Greet customers in a COURTEOUS, friendly, and professional manner using agreed upon procedures
- Respond to customer's inquiries and help them use the company's service.
- Responding to customer tickets and complaints
- Research required information using available resources.
- Handle customer complaints and transfer it to the concerned department.
- Provide customers with products and service information.
- Identify and escalate priority issues.
- Complete system actions related to each call.
- Maintaining customer satisfaction.

*Retail and accountant in Fawry plus

Computer Skills

Microsoft Office (Word)

Microsoft Office (PowerPoint)

Microsoft Office (Excel)

Internet

Skills

- Excellent interpersonal & Communication skills.
- Appreciate team work with ability to work under stress.
- Accept challenge opportunities.
- Quick Learner.

Courses

1- ICDL course

2- Human Resource course

Languages

Arabic: Mother language

English: Very good command of English (Writing & Speaking (B2)