

Holds a Bachelor of Commerce (Accounting) and has about 3 years experience working in accounting field.

## **PERSONAL DATA**

Nationality : Egyptian  
Birth Date : 14/04/1997  
Gender : Male  
Marital Status : Single  
Residence : Tanta

## **EDUCATION**

: Bachelor of Commerce (Accounting), Tanta University, 2019

## **LANGUAGES**

Arabic : Native Language  
English : Good

## **COMPUTER SKILLS**

: Windows, MS Office (Word, Excel, Power Point), Internet

## **TRAINING COURSES AND CERTIFICATIONS**

: Professional Financial Accountant (PFA), Cairo University.  
: Advanced Excel, Cairo University.  
: MS Office Specialist Master (Tanta University).  
: English course at Modli.  
: Training as an Accountant at Egypt Contracting Co.

## **CHRONOLOGICAL EXPERIENCE RECORD**

**Dates** : From Mar. 2021 till now  
**Employer** : EGTC Contracting Co.  
**Job title** : General Accountant  
**Job Description** :

- Follow up everything about the branches and check cashers and expenses.
- Making daily, weekly and monthly reports and data analysis.
- Payment scheduling for suppliers.

- Follow up inventory and assets.

<b>Dates</b>	:	From Jan. 2020 till Feb. 2021
<b>Employer</b>	:	Xceed
<b>Job title</b>	:	Call Center Agent
<b>Job Description</b>	:	<p>Call Center Representatives complete customer service tasks that ensure customers have the information and assistance they need and maintain the company's positive reputation. They often have the following responsibilities:</p> <ul style="list-style-type: none"><li>• Take customer calls and provide accurate, satisfactory answers to their queries and concerns.</li><li>• De-escalate situations involving dissatisfied customers, offering patient assistance and support.</li><li>• Call clients and customers to inform them about the company's new products, services and policies.</li><li>• Guide callers through troubleshooting, navigating the company site or using the products or services.</li><li>• Review customer or client accounts, providing updates and information about billing, shipping, warranties and other account items.</li><li>• Collaborate with other call center professionals to improve customer service.</li><li>• Help to train new employees and inform them about the company's customer management policies.</li></ul>