

Holds a Bachelor Degree (Science/Arts) (Tourism & Hotels) and has more than 9 years hands-on experience working in Customer Service.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 09/02/1990
Gender : Male
Marital Status : Single
Residence : Currently KSA

EDUCATION

: Bachelor Degree (Science/Arts) (Tourism & Hotels), El-Minia University, 2010

LANGUAGES

Arabic : Native Language
English : Very Good
French : Very Good

COMPUTER SKILLS

: Windows, MS Office, Internet
: Adobe Photoshop

TRAINING COURSES AND CERTIFICATIONS

: Flight reservation (Saber).
: Customer Service.
: Ships reservation.
: Food and beverage service.
: ICDL

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From Sep. 2014 till now
Employer : Ajlan & Bros. Co., Textiles, Yarn, Fabrics & Clothes - Saudi Arabia
Job title : Follow-up & C.S Supervisor for Eastern area in KSA
Job Description :

- Following the sales team & giving reports for them.

- Customer service.

Dates : From Sep. 2013 till Aug. 2014
Employer : Mobinil, Telecommunications - Egypt
Job title : Senior Account Manager
Job Description : Help people to resolve their problems & sell new line & reactive service & change rate plans & subscribe for new Corporate customer.

Dates : From Nov. 2012 till Aug. 2013
Employer : Vodafone, Telecommunications - Egypt
Job title : Shift Leader
Job Description : Help people to resolve their problems & sell new line & reactive service & change rate plans & subscribe for new customer.

Dates : From Oct. 2011 till Mar. 2012
Employer : Huawei - Egypt
Job title : Coordinator for North Upper Egypt
Job Description : Go to site to see it - call center & HR & PM ALARM.

Dates : From Apr. 2011 till Sep. 2011
Employer : Huawei, Telecommunications - Egypt
Job title : Call Center
Job Description : Answer call's from technicians.

Dates : From Jan. 2011 till Mar. 2011
Employer : HAMBURG FOR TOURISM AND TRAVEL, Travel, Tourism & Hotels - Egypt
Job title : Travel Consultant
Job Description :

- Flight reservation.
- Ships reservation.

Dates : From Jan. 2008 till Dec. 2010
Employer : UTOPIA FOR TOURISM AND TRAVEL, Travel, Tourism & Hotels - Egypt
Job title : Travel Consultant
Job Description :

- Flight reservation.
- Ships reservation.