

Has about 6 years experience working as Senior Specialist (Complaints Handling, Technical Support DSL), Customer Service Representative and Ticketing Agent.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 28/05/1990
Gender : Male
Marital Status : Single
Residence : Ain Shams, Cairo

EDUCATION

: Faculty of Tourism and Hotels Management (Hospitality Administration and Hotel Management Department), Helwan University, 2011

LANGUAGES

Arabic : Native Language
English : Very Good

COMPUTER SKILLS

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

TRAINING COURSES AND CERTIFICATIONS

- : Holder the AH&LA (American Hotel and Lodging Association) (Steward, Housekeeping, Food and Beverage and Food Safety (HACCP) Hazard Analysis Critical Control Point).
- : Certified from Coaching in Presentation and Communication Skills.
- : Certified from Berlitz in English Language (to level 4).
- : Summer Training at Grand Nile Tower – Food & Beverage Department / Chingari Kitchen (3 months).
- : Summer Training at Grand Nile Tower – Food & Beverage Department (3 months).

CHRONOLOGICAL EXPERIENCE RECORD

Employer : Orange
Job title : Sr. Specialist (Complaints Handling, Technical Support DSL)
Job Description :

- Handle customer complaints; provide appropriate solutions and alternatives within the time limits.

- Follow up to ensure resolution keep records of customer interactions and satisfactions.
- Acting as escalation point for customer enquiries and calls escalated from the Call Center.

Employer : Mobinil

Job title : Customer Service Representative

Job Description :

- Helping and listening to the Customer's Requests.
- Handling the Customer's Complains.
- Provide the Customers with the latest Information and Promotions.

Employer : Wonder Travel

Job title : Ticketing Agent

Job Description :

- Arrange reservations and routing for passengers.
- Answer inquiries regarding airplane.
- Telephone customers to confirm reservations.