***KHALED***

Khaled.160283@2freemail.com

**Achieved targets to date:**

**EDUCATION**

***High School Certificate: 1992-2003***

St. Fatima Language School, Primary, Preparatory, and Secondary School

1st language English and 2nd language French

***University Certificate***:

October 6 University, Faculty of Language and Translation, Bachelor of Arts (B.A) Degree in Spanish Language in June 2008 with a general degree: (**Very Good with Honor)**

**ADDITIONAL COURSES**

* English Lower Intermediate Stage, Level 302 with B+ degree (American University in Cairo) – 2003.
* English Conversation Group IV (Upper Intermediate) with A- degree (American University in Cairo) – 2004.
* Spanish Language (Cervantes Institute in Cairo):

 1st level (A beginner 1) with a degree: (Excellent) – 2005.

 2nd level (A beginner 2) with a degree: (Excellent) – 2005.

 3rd level (A beginner 3) with a degree: (Very Good) – 2006.

 4th level (B intermediate 1) with a degree (Excellent) – 2006.

* Spanish Conversation (Intermediate B) (Cervantes Institute in Cairo) – 2007.
* Spanish Diploma as a Foreign Language (EL DELE) Beginners Level – 2007.
* Certificate of Completion from (Trend) and (The Egyptian Exchange) for completing and passing a TREND training course in **Introduction Certificate in Stock Market**.
* Problem solving and decision making (Allianz internal training)
* Basic Negotiation skills (Allianz internal training)

**PERSONAL DATA**

**Gender :** Male**.**

**Date of Birth :** October 11, 1986.

**Marital Status :** Married.

**Computer Skills :** Office (Excel, Word, Outlook) Windows and Internet.

**Military Status :** Finished.

**Nationality :** Egyptian**.**

**Place of Residence :** Egypt.

**Religion :** Moslem**.**

**Driving License :** Existing**.**

**Languages :** Arabic (Mother Tongue)

 English (Fluent)

 Spanish (Excellent)

 French (Fair).

**QUALIFICATIONS**

\* Hard Working – Ambitious & Self Motivated – Fast learner & Has Dynamic Personality.

\* Ability to Work under Pressure.

\* Ability to Work in Group.

\* Accuracy and time commitment.

**PREVIOUS EXPERIENCE**

* Working as a tour leader in a travel agency (Souvenir Travel) 2004 - 2009
* Vodafone Egypt (April 2010 – March 2012)

 (Arabic - English)

 High Value Customer Service agent

 USB technical support

 Smart Phones' technical support

 Complaint management

 Senior Agent in the Premium team

* **CURRENT WORK**

**Senior Customer Service Agent at Allianz Egypt Insurance Company**

* Senior call center representative from 9-2013 to 11-2016
* Senior customer service representative (personal meeting and back office) from 11-2016 to date