**Gulfjobseeker.com CV No:** **1188972**

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* **Career Objectives**

**Seeking a challenging and responsible organization in an establishment where performance is always recognized .To be self-oriented and innovative and pursue a progressive career opportunity, in a professional environment resulting quantum growth and success for organization and self.**

* **Education**
* **Certified degree in Industrial Diploma (Tanta,Egypt)**
* **Secondary School leaving certified (Tanta, Egypt)**
* **Interesting Area**
* **Customer Service**
* **Receptionist**
* **Sales Executive**
* **Call Center**
* **Work Experience**
* **Organization : S.C.B ,Dubai**

**Job Title: Receptionist &Control Room Operator**

* **Description:**

**Handling the access control system, Deal with all enquiries in professional and courteous manner in person and on telephone or via E-mail , Administer all reservations ,cancellations and no-shows in line with company policy**

**Be responsible for evacuation in cases of emergency , Acting as first point of contact for guests and the emergency services , keeping the receptionist area tidy ,Booking meetings ,Able to deal with hard clients or customers , Arrive on time for all scheduled shifts ,Record complete Phone messages ,Copy and mail (or Fax) patient records at client request**

 **(March-2009 to till date)**

* **Organization: Iberotel Resort ,Makadi ,Egypt**

 **Job Title: Customer Service.
Description:**

**Respond promptly to customer inquiries, Handle and resolve customer complaints, Obtain and evaluate all relevant information to handle product and service inquiries.**

**Provide pricing and delivery information ,Perform customer`s verifications , Set up new customer`s accounts ,process orders ,forms ,applications and requests. Organize work flow to meet customer timeframes, Direct requests and unresolved issues to the designated resource, manage customer accounts, Keep record of customer`s interactions and transactions, Record details of action taken.**

**Prepare and distribute customer activity reports, Maintain customer databases .Communicate and coordinate with internal department, Follow up customer interaction, Provide feedback on the efficiency of the customer service process.**

 **(Dec- 2006 To Dec-2008)**

* **Organization: ALMANSOUR AUTOMOBILES ,Cairo ,Egypt**

**Job Title: Sales Executive**

* **Description :**

**Achieve targets ,ensure advisors are activated ,Record sales and sent copies to the sales office ,Responding to incoming email and phone enquiries , customer are informed of and shown all avilable options ,extras ,accessories ,extended warranties and other value added product. Strive to delight customers and work towards achieving the highest degree of customer`s satisfaction update the dealership’s records with customer information to ensure that the database is fully and accurately maintained.**

 **(Nov-2005 To Nov -2006)**

* **Organization : Delta ,Insurance Co LTD , cairo , Egypt**

 **Job Title: Office Assistant & Messenger**

* **Description :**

**Assistance in the preparation of cost –recovery bills for the administrative services ,Support in local purchasing –Assist in maintenance of assets ,Assist with travel arrangements, collection and delivery of mail and other materials as required from and to the post office ,governments agencies and other institutions .Sorting , delivery and pick up of email from various offices on the premises at regular intervals .Packing of material received for dispatch ; labeling ,inserting material in envelopes and franking outgoing mail .**

**Maintenance of records as required**

 **(June -2004 to June -2005)**

* **Professional Training**
* **Has successfully completed the captain order of food department**
* **Crisis intervention, public relations, report writing, fire protection, crime protection, arrest procedures and CCTC surveillance.**
* **Basic First Aid Course with standard chartered Bank**
* **Department of protective system training under Dubai police in Emirates Aviation college Dubai**
* **Has success fully completed the customer service training course ,with Standard Charted Bank**
* **Has success fully completed the receptionist and customer service, Training course from Iberatel Resort, Makadi, Saraya, Egypt.**

* **Language Skills**
* **Arabic: Native Language.**
* **English: Very Good (Writing, Reading, Listening and Speaking).**
* **Computer Skills**
* **Microsoft Windows (98, XP, Vista, 7 and 8).**
* **Microsoft Office (Word, Excel).**
* **Professional in Mailing, Browsing, and Searching in the Internet**
* **Individual Skills**
* **Ability to learn quickly.**
* **Aims To customer satisfaction**
* **Ability to treat different customers differently**
* **Working under stress**
* **Team Work Skills.**
* **Ability to meet deadlines and work under pressure.**
* **Performing well as a team player or solo.**
* **Personal Data**
* **Date of birth** : 12/06/1982
* **Sex :** male
* **Nationality** : Egyptian
* **Religion** : Muslim
* **Marital status**: Married
* **Military service**: Exempt.

 **Declaration**

 I confirm that all information above is true and accurate in the event of being given an opportunity

Thanking you for kind attention and looking forward to your positive concerned