**First Name of Application CV No 164038**

Whatsapp Mobile: +971504753686



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|  |  |
| --- | --- |
| WORK EXPERIENCE |  |

|  |  |
| --- | --- |
| 05/2010–11/2010 | Receptionist |
| Mina House Hotel, Giza (Egypt) |
| I was responsible of the "Booking" system in the hotel  for wedding |

|  |  |
| --- | --- |
| 02/2011–05/2011 | Ticket clerk |
| Egypt Air, Cairo (Egypt) |
| I was also responsible the "Booking" system. |

|  |  |
| --- | --- |
| 01/2013–10/2013 | Broker |
| Real-Estate Freelancer, Nasr City (Egypt) |
| I was working as a freelancer real-estate agent exclusively in Nasr City.  residential only |

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|  |  |
| --- | --- |
| 03/2014–07/2014 | Telecommunications equipment operator |
| Mobinil Customer Service(project 110), 6 of October (Egypt) |
| I was responsible for handling customers and fixing any problems they might have. |

|  |  |
| --- | --- |
| 07/2014–06/2015 | Telecommunications equipment operator |
| Raya Contact Center (Project Etisalat UAE ), Maadi (Egypt) |
| I was responsible for handling customers with smart phone (Eng. And Arabic Lang) and solve mobile problems (IPhone & Blackberry) |

|  |  |
| --- | --- |
| 09/06/2015–Present | Telecommunications equipment operator |
| Raya Contact Center (Project Etisalat UAE), Dubai (United Arab Emirates) |
| Responsible for all Etisalat prestige Customers and any united arab nationality customer to provide him with any info and tec support for his mobile or his land line and creating complaints if needed  Universal agents : handling all Home services and mobile services for all uae nationality |

|  |  |
| --- | --- |
| EDUCATION AND TRAINING |  |

|  |  |
| --- | --- |
| 2006–2010 | hotel and truism |
|  | Future Academy in Cairo, cairo (Egypt) |

|  |  |
| --- | --- |
| 03/2014–03/2014 | Customer Service Training at Eco Training Center(sponsored by |

Vodafone)

Eco Training Center, cairo (Egypt)

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# 07/2014–07/2014 Soft Skills from Raya contact center about handling customers and solf problems with more effectively

Raya Contact Center, Maadi (Egypt)

PERSONAL SKILLS

Mother tongue(s) Arabic

Other language(s)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| UNDERSTANDING | | SPEAKING | | WRITING |
| Listening | Reading | Spoken interaction | Spoken production |  |

English B1 B1 B1 B1 B1 Russian A1 A1 A1 A1 A1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user [Common European Framework of Reference for Languages](http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr)

Communication skills Soft Skills :

1. Ability to persuade and influence others, Strong interpersonal and communication skills
2. Maintaining a professional appearance and providing a positive company image to the public 3-Negotiation Skills
3. Time Management
4. Working under pressure 6-Self-Motivated

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7-Problem Solver/Creative/Decision Maker 8- Knowledge in mobile software

9-knowledge in computer and internet

Job-related skills ▪ searching for a position where I can use my skills and abilities to increase my knowledge, effectiveness and responsibilities as a person.

▪

* I would like to increase my experience and knowledge to be a good developer.

▪

* A hardworking and dependable experience with the ability to work in a team.
* Microsoft Windows (All Versions)
* Microsoft Office (All Versions)

Digital competence SELF-ASSESSMENT

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Information processing | Communication | Content creation | Safety | Problem solving |
| Proficient user | Proficient user | Independent user | Proficient user | Proficient user |

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