**Career Objective**

 Seeking a challenging and motivating position in a reputable company that enables me to improve my skills and make the best use of my potentials as well as professional experience to achieve my Job targets and personal dreams.

Executive administrative assistant / supervisor /account executive, international account advisor technical support with over 7 years’ experience providing thorough and skillful support to higher management, and 3 years on experience in accounting and financial corporate and taxation

**Work Experience**

**August 2015 till present/international technical advisor Dubai:**

***Responsible for:***

* Work with team to maintain and achieve Queue targets.
* receive inbound customer inquiries and complains
* Diagnose/ coordinate and manage H/W issue.
* enrich customer experience and achieve customer satisfaction
* Escalate customer complains to concerned department.

**B.Tech Administration supervisor reporting to GM:**

 ***Responsible for:***

* Monitoring Planning supervising headquarter managerial building security procedures.
* Supervise facility work flow and building needs.
* Supervise HQ inventory.
* Supervise HQ security and safety procedures and awareness of corporate security measures.
* Supervise HQ purchases (office stationary to warehousing needs).



**October-2012 :jan 2015:** “Xceed” smart village ,6-october,Egypt

* **Technical support First & second-line advisor at** Xceed **handling**, DU UAE,

***Responsible for:***

* Handling on spot customer complains.
* Escalate certain cases to concerned departments.
* Solve assigned TT’s in designated time frame.
* Assign queue TT’s to team members
* **International outbound sales advisor at** Xceed **handling**, DU UAE,

***Responsible for:***

* Contacting assigned & potential leads
* Achieving account sales targets, team targets, individual target
* Create possible leads.
* **International account advisor at** Xceed, DU UAE,

***Responsible for:***

* Identifying and handling Customers’ technical problems.
* Seeking maximum customer satisfaction.
* Supporting customers within a perfect team spirit.
* Handles customer inquiries from beginning of the inquiry to its closing.
* Resolves customer complaints & problems aiming for customer satisfaction.

 **May2012: September “EGYSACOM**”, el nuzha el gdida, Egypt

* **HR Executive,** **junior recruiting officer,**

***Responsible for:***

* Helping identify staff vacancies and recruit, interview, and select applicants.
* Provide current and prospective employees with information about policies, job duties, working conditions, wages, opportunities for promotion, and employee benefits
* Serve as a link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related issues.
* **Account executive / Document controller,**

***Responsible for:***

* Revise and maintain Contract ownership documents to targeted sites.
* Prepare and present ownership documents in an orderly fashion to roll-out team.
* Update and maintain filing process for progressing sites.
* Prepare presentations on Document control progress and analytical operation progress for operation team.
* Coordinate between operator & EGYSACOM operation team.
* **admin assistant, Finance & operations**

***Responsible for:***

* Provide assistance in handling and organizing meetings and events
* Taking meeting minutes.
* Organizing, handling meeting responsibilities.



**January 2011:2012** Vodafone Egypt Zahraa El Egypt.

* **Wizard Team, sub directory for the training team** Vodafone Egypt

***Responsible for:***

* Supporting new comers and completing their training period.
* Evaluating their performance.
* Provide assistance in handling customer inquiries from beginning of the inquiry to its closing.
* Support and educate call center policy and experience.
* Provide and get 360 feed-backs on performance and daily issues.
* **Complaint team,**Vodafone Egypt,

***Responsible for:***

* Investigate escalated issues.
* Receiving and handling customer’s complaints.
* Solving customer’s issues and compensating them in accordance.
* Reporting escalated issues to intended departments to eliminates same issue repetition.
* Handle on-spot escalations.
* Reporting case feedback to proper and intended channels.
* **UTA TEAM, ( user test assessment)** Vodafone Egypt,

***Responsible for:***

* Evaluating service benefit to customer and making sure it deliver our message
* Taking ownership and testing new services before launch
* **Support ADSL Billing Department,** Vodafone Egypt,

***Responsible for:***

* Retaining customers , solving their complaints
* Coordinating technicians visiting dates with customers
* Replying to customers’ inquiries regarding their subscriptions
* **High Segment Customer Care Representative**, Vodafone Egypt,

***Responsible for:***

* Identifying and handling Customers’ technical problems.
* Seeking maximum customer satisfaction.
* Supporting customers within a perfect team spirit.
* Handles customer inquiries from beginning of the inquiry to its closing.
* Resolves customer complaints & problems aiming for customer satisfaction.
* Optimizes customer contact opportunities.
* Solving and responding to customer inquiries in a fast professional way

**January 2010- January 2011:**

* **Offshore Customer Service Representative** Abbasia, Egypt.

***Responsible for:***

* Handles customer inquiries from beginning of the inquiry to its closing
* Resolves customer complaints & problems aiming for customer satisfaction.
* Optimizes customer contact opportunities.
* Achieve quality communicated targets.
* Alerts the Team Leader on issues or concerns that require escalation.

**January 2009- January 2010:**

* **Accountant**, "El Nahawy Tex," El Mahalla El Kubra, Egypt.

***Responsible for:***

* Employee payroll, leaves, customers books, debts and suppliers advances

**September 2002 -May 2006:**

* **Faculty of Commerce & Business administration,** Tanta University.
* Major: **Accounting**
* Graduation’s General Estimate: Pass

**Lanuages**

* **Arabic:** Mother Tongue
* **English:** Fluent speaking, reading and writing
* **German:** Fair Speaking, reading, writing

**Skills**

* Computer skills:
* **Computer Software & Hardware:** Excellent Knowledge
* **Photoshop:** Good knowledge
* **Internet:** Great experience in surfing and technical support
* Soft skills:

▪ Communication Skills ▪ Presentation Skills ▪ Problem Solving Techniques ▪ Customer service Skills

* Other Skills:
* Self-Motivated, Challenging, Reliable, Patient and Hard worker
* Able to develop my skills and flexibly learn new concepts
* Excellent harmony with Teamwork
* Coaching and guiding others
* Decision Maker
* Knowledge of Quality Management tools and techniques

**Training & Courses**

* **Professional Training:**
* Trainee as a
* Customer Service representative **(October, 2009)**
* Accountant for "**The National bank of Egypt”**
* Agent for **“Abo-amo Auditing office”**
* Training Courses: "Customer service year (2008)”

 “Peachtree basics year (May, 2009)

* **Soft Skills Courses:**
* "Sales & presentation skills” **(2008)**
* “Communications skills year” **(2008)**
* “Creative thinking year” **(2008)**
* “Critical thinking” **(2008)**
* **Computer Courses:**
* ICDL Certificate year **(2008)**
* IT in **“INFC”** Training Center

**Hobbies and Interests**

**▪**Charity works and other activities **▪** Reading **▪**Listening to Music **▪**Surfing the internet

**Personal Data**

* **Date of Birth:** 04/08/1981
* **Military Status:**  Exempted
* **Social Status:** Single
* **Nationality:**  Egyptian
* **Notice to Work:**  Immediately

**First Name of Application CV No:** **1666410**

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