

Contact HR Consultant for CV No: 311531

E-mail: response@gulfjobseekers.com

Website: <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>

OBJECTIVE: Seeking a Receptionist, Customer Service or front helpdesk positions utilizing exceptional communication skills, clerical abilities and front desk experience to ensure the efficiency of the facility.

SUMMARY OF QUALIFICATIONS

* Over 5 years’ progressive experience in performing reception and front desk activities
* Demonstrated ability to greet residents and clients and guide them accordingly
* Highly skilled in answering and forwarding phone calls
* Hands-on experience in receiving, sorting and routing mail
* Bilingual: English and Arabic

TECHNICAL SKILLS

• MS Office: Word, PowerPoint, Excel and Outlook

CORE COMPETENCIES

Complaints Management Premises Security

Confidentiality Maintenance Quality Assurance

Data Protection Act Compliance Difficult People Handling

Continued Professional Development Conflict Resolution

PROFESSIONAL EXPERIENCE

Masters Consultants LLC Company– CAIRO, EGYPT Feb 2012 – 2014

Receptionist

* Welcome visitors, determine nature of business, and direct visitors to suitable employee
* Answer incoming telephone calls; operate PBX and multi-line telephone system
* Receive, sort, and distribute mail
* Monitor visitor access and issues passes
* Order, receive, and maintain office supplies
* Assemble listing packages
* Help with document scanning

EcoMan Consultancy LLC Company– CAIRO, EGYPT Jun 2009 – Jan 2012

Customer Service Representative

* Greet customers as they arrive and ask to provide any kind of assistance
* Provide information on the company’s products and services
* Escort customers to their aisles of choice and help them locate products
* Assist in choosing items when prompted by the customer
* Provide product demonstrations
* Provide information on after sales services and warranties
* Take customers’ orders on the telephone and in person

* Ensure that all orders are placed in the order database and delivered to the customer in a timely fashion
* Assist in managing discrepancies and complaints
* Manage logs and reports for goods sold
* Record and maintain customer information
* Oversee loading and unloading of items on trucks
* Stock shelves and rotate items on a periodic basis
* Walk customers through the purchasing process in order to expedite procedures
* Function as a liaison between customers and the company’s departments
* Provide pricing information to customers
* Provide information on daily deals and discounts
* Prepare customer and productivity reports for the benefit of supervisors

EDUCATION

ZAGAZIG UNIVERSITY – ZAGAZIG, EGYPT, MAY 2008

Bachelor of Arts

• Majors: English Department

ADDITIONAL SKILLS

* Strong verbal and written communication skills
* Proven ability to deal promptly with emergency situations
* Able to multi-task, prioritize and flexible with changing business requirements
* Precise attention to detail

PERSONAL MEMORANDUM

D.O.B : 1/11/1988

Nationality : Egyptian

Marital Status : Married

Visa Status : Husband’s sponsorship

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualification, my experience, and me.

Date: August 17, 2016