

REEM

REEM.335648@2freemail.com

Work Experience:

###### TelePerformance Dubai Sep 2015- Present

###### AppleCare Technical Advisor T1

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* Gathering the customer’s information and to isolating customer’s issue.
* Interacting with the customers in the most appropriate way over the phone following the company procedures.
* Treating each and every customer according to his own personality solving their issues within the phone call using available tools.
* Follow up and make scheduled call backs to customers where necessary.

###### Homas United Oct 2013 – Dec 2014

###### service equipment

* specializing in projects from a single piece of equipment to commercial kitchen projects.
* Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services.
* Research required information using available resources.

###### Allianz Life insurance Aug 2009 – Aug 2010

###### Financial consultant & Team Leader

* Contacting clients and setting up meetings, either within an office environment or in clients' homes or business premises.
* Analyzing information and preparing plans best suited to individual clients' requirements;
* Completing risk analyses.
* Researching the marketplace and providing clients with information on new and existing products and services.
* Designing financial strategies.
* Using "Cold Calling Techniques", following the best business etiquette Rules and regulations. I set- up meetings with clients to Present and convenience them with our company products and services

###### Barclays Bank Apr 2008 – Aug 2009

###### Relationship Manager- SME

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* To manage and enhance the existing commercial portfolio and solicit acceptable new relationships in order to meet the pre-set financial non-financial objectives.
* Establish new borrowing relationships for Business Banking (SME), preparing the required credit and financial analysis as per the bank policies and procedures to enhance the bank’s market share. Research required information using available resources.

Education:

**Degree:** Bachelor of hotels and tourism (EGOTH), May 2004

**Major:** Tourism

**University:** University of Alexandria.

**Cumulative Grade:** Good

Certified Courses

* Leadership skills
* Time Management
* Communication Skills & Team Work
* Career Building

Training Programs

* Guest relation at Sofitel Hotel
* Operator & Ticketing at Regina tours
* Operator & Ticketing at Mina tours

Computer Skills

* Microsoft Word, Excel, PowerPoint & Access
* Excellent internet research skills

Language Skills

## Arabic: Native language

## English: Fluent

## Italian: Intermediate

Soft Skills

## *Being exposed to different kind of training programs different firms and roles, I have gained the following Skills:*

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## The ability to work in teams or individually according to job requirements

## The ability to work under pressure and meet deadlines

* The ability to gain new experiences very fast

## Excellent problem solving skills

## Excellent communication skills

Personal Data

* **Date & Place of Birth:** 2nd October 1983, Alexandria Egypt
* **Nationality:** Egyptian