Galal

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# PERSONAL INFORMATION

Born: november 20, 1988 in Giza (Egypt).

Citizenship: Egypt.

Marital status: single.

# WORK HISTORY

July 2008 - December 2010

**call center Etisalat**

**Location**: Egypt.

**Company Industry**: Customer Service.

**Job Role**: Customer Service and Call Center.

January 2011 - july 2012

**Call center vodafone**

**Location**: Egypt.

**Company Industry**: Customer Service.

**Job Role**: Customer Service and call center.

September 2013 - September 2014

**second agent at Raya Mobiles Egypt**

**Location**: Egypt.

**Company Industry**: Customer Service and Sales.

**Job Role**: Sales.

September 2014 - December 2016

**Store manager Etisalat Egypt**

**Location**: Egypt.

**Company Industry**: Customer Service.

**Job Role**: Customer Service.

# EDUCATION

faculty of commerce accounting.

# Qualifications

* Track record of over-achieving quota.
* Strong phone contact handling skills and active listening.
* Familiarity with CRM systems and practices.
* Customer orientation and ability to adapt/respond to different types of characters.
* Excellent communication and presentation skills.
* Ability to multi-task, prioritise, and manage time effectively.