|  |  |
| --- | --- |
| **PERSONAL INFORMATION** | **Sadek** |
|  |
|  | **United Arab Emirates, Dubai.** |
| **Sadek.364062@2freemail.com** |
| Sex: Male| Date of birth: 11. Mar 1992| Nationality: EgyptianMilitary status |Final exempted| Marital status : Single |

|  |  |
| --- | --- |
| **Education:** |  |

|  |  |  |
| --- | --- | --- |
| **2015** | * **Mounir El Gamal Language Experimental School.**
* **Faculty of commerce, Alexandria University.**
* **Accounting Department**
* **Grade : Good**
 |  |

|  |  |
| --- | --- |
| **Personal Skills :** |  |

|  |  |
| --- | --- |
| **Mother tongue(s)** | Arabic |
|  |  |
| **Other language(s)** | UNDERSTANDING  | SPEAKING  | WRITING  |
| Listening  | Reading  | Spoken interaction  | Spoken production  |  |
| **English** | V.Good | V.Good | V.Good | V.Good | Good |
| **Computer skills:** **Experience:**  | * **Excellent command of Computer using.**
* **Good command of Microsoft Office™ tools.**
* **Proficient with internet browsing and searching on web.**
* **Le Meridien Cairo Airport Guest Service Agent .(May2014 - Mar2015)**
* **Call Center Agent For Schlumberger Oil Services at Sutherland Global Services .( May2015 - Jul2015)**
* **Data Analyst For Schlumberger Oil Services at Sutherland Global Services .( Aug2015 - May2016)**

* **Junior Sales Executive at Etisalat UAE .(May2016-Till now)**

  |
| **Courses:** | * **Commercial Excel I & II.**
* **Introduction of Financial Accounting Self-study from coursera.com.**
* **Basic of Accounting.**
* **Training at Sutherland Global Services as Call Centre Agent.**
* **Communication Skills Training at Sutherland Global Services.**
 |

**Jobs Description:**

1. **Le Meridien Cairo Airport Guest Service Agent.**
* Guest service agents answer telephone calls from guests seeking to make or cancel hotel reservations
* Answer guest requests for assistance and coordinate with housekeeping, bell service, staff and management to fulfill guest requirements.
* Forward in-room meal requests, and ensure that mail, faxes and packages are delivered in a timely manner.
* Deal with irate guests and find ways to resolve issues to the guest's satisfaction.
1. **Call Center Agent for Schlumberger Oil Services at Sutherland Global Services.**
* The task was to maintain a service quality level to meet the client's expectations, and to handle and

 Monitor SLB journeys between well sites to help drivers to arrive safe.

1. **Data Analyst for Schlumberger Oil Services at Sutherland**

**Global Services.**

* The task was to prepare daily reports for behavior of anyone who drives in SLB related trips and to

Help SLB drivers to improve their performance by setting guide lines and safety procedures (Drive

SMARRT) and to send daily notifications to the drivers and their managers regarding their performance

And daily driving violations.

1. **Junior Sales Executive at Etisalat UAE.**
* Sell all products and services.
* Possess a competitive spirit and desire to meet and exceed sales goals/Targets.
* Handle all administrative aspects of the sales including: completing customer request, accepting customer payments and filing the completed orders.
* Maintain knowledge of competitive offers and provide critical market feedback to the Store Supervisor regarding local competition and product/service needs.
* Handle service inquiries from customers.
* Provide efficient, courteous customer service and assist in all aspects of product offerings and services.
* Ensure an extraordinary customer experience.