## Personal Information:

**Name: Waleed**

**Date of Birth: Dec, 19th 1990**

**Place of Birth: United Arab Emirates**

**Nationality: Egyptian**

**Marital Status: Married**

[Waleed.364369@2freemail.com](mailto:Waleed.364369@2freemail.com)

## Career Summary

Seeking a challenging position that adds value in a multinational or a local organization where my educational background and skills can be applied and further developed in the field ofAccounting.

## Educational Qualifications

**2013 Modern Academy Cairo, Egypt**

B.Sc. of Business Administration

Grade: Good.

## Career History

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| **December.2010 to May.2011**  **Call Center Agent**  **Global Net Telecom** |

* Handle customer inquiries both telephonically and by email.
* Provide customers with information of products and services
* Manage and resolve customer complaints, and identify and escalate priority issues.
* Enter new customer information into system and document all call information according to standard operating procedures.
* Update existing customer information and produce call reports.
* Follow up customer calls where necessary (to respond to questions/describe products and services).

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| **March.2015 to October .2015 Customer Care Representative**  **Union Group** |

* **Attracts potential customers by answering product and service questions, suggesting information about other products and services.**
* **Opens customer accounts by recording account information.**
* **Maintains customer records by updating account information.**
* **Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem.**

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| **October.2015 to April.2016 Retail Representative**  **Union Group** |

* answer customer queries regarding the store and the merchandise
* find out the customer’s needs
* receive and process cash, check and charge/credit payments

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| **May.2016 to February.2017 Accountant**  **S&F ( security and fire system )** |

* Documents financial transactions by entering account information.
* Summarizes current financial status by collecting information; preparing balance sheet, profit and loss statement, and other reports.
* Substantiates financial transactions by auditing documents.

## Courses

* Acquired Basic Business Skills including: Marketing, Sales, Banking, Accounting, Business Correspondence and Report Writing.
* Diploma in IT skills

## Skills

Computer Skills:

* Excellent Knowledge of MS Office.
* Very Good Knowledge of Internet surfing.

Language Skills:

* Native language Arabic
* Very Good command of both written and spoken English.

Personal Skills:

* Excellent presentation skills
* Excellent negotiation skills
* Demonstrated leadership skills