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 **FOUAD**

**Fouad.368553@2freemail.com**

**Summary**

* Looking to join a progressive organization with new challenges and offers opportunities for advancement. I have the capability of hard work, very good ability to learn new techniques, self-motivated, work under pressure and high rating in self-independent work and self-studies.
* Highly enthusiastic customer service professional with client interface experience.
* Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success.

**Education**

**B.A OF ARTS, section of French language & literature 2000**

**Mansoura University- Egypt**

**Highlights**

* Strong organizational skills
* Active listening skills
* Sharp problem solver
* Energetic work attitude
* Customer service expert
* Telecommunication skills
* Good in French
* Adaptive team player
* Superior communication skills
* Flexible scheduling
* Effective team player
* Superior organization skills
* Fluent in English

**Experience**

**Customer Service Representative Nov. 2014 till present**

**In Emirates Telecommunications Corporation** – ***Etisalat***

Builds business by identifying and selling prospects; maintaining relationships with clients.

Job Duties:

• Identifies business opportunities by identifying prospects and evaluating their position in the

industry; researching and analyzing sales options.

• Sells products by establishing contact and developing relationships with prospects; recommending

solutions.

• Maintains relationships with clients by providing support, information, and guidance; researching

and recommending new opportunities; recommending profit and service improvements.

• Identifies product improvements or new products by remaining current on industry trends, market

activities, and competitors.

• Prepares reports by collecting, analyzing, and summarizing information.

• Maintains quality service by establishing and enforcing organization standards.

• Maintains professional and technical knowledge by attending educational workshops; reviewing

professional publications; establishing personal networks; benchmarking state-of-the-art practices;

participating in professional societies.

• Contributes to team effort by accomplishing related results as needed.

Skills /Qualifications :Presentation Skills , Client Relationships, Emphasizing Excellence , Energy Level , Negotiation , Prospecting Skills , Meeting Sales Goals , Creativity , Sales Planning , Independence , Motivation For Sales , *Handling Complains .*

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**Customer Service Representative** from feb.2013 to Nov. 2014

In ***DISPATCH CENTER (Roads &Transport Authority)***

**Job includes:**Serves customers by determining requirements; answering inquiries, resolving problems; fulfilling requests; maintaining database.

 **Job Duties:**

* Determines requirements by working with customers.
* Answers inquiries by clarifying desired information; researching, locating, and providing information.
* Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
* Fulfills requests by clarifying desired information; completing transactions; forwarding requests.
* Sells additional services by recognizing opportunities to up-sell accounts; explaining new features.
* Maintains call center database by entering information.
* Keeps equipment operational by following established procedures; reporting malfunctions.
* Updates job knowledge by participating in educational opportunities.
* Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

**Skills:** Customer Focus, Customer Service, Data Entry Skills, Listening, Phone Skills, Verbal Communication, Building Relationships, People Skills, Problem Solving, Multi-tasking

**Administrator from Oct.2011 to Feb.2013**

***EJADAH ASSET MANAGEMENT GROUP L.L.C***

***Working as A***

*PRO*

*Document Controller*

*Works includes:*

*\*Maintaining Documents, New Staff Registration, Staff Medical, Finger Prints, Staff Training*

*\*Making Records, HR Support, Staff Deployments.*

*\*Pending Follow Up.*

*\*Customers complains handling and informing to the concerned departments*

*\*Providing good customer service to all clients & fulfill their requirements.*

*\*Handling Lost &found items and mail handling.*

*\*Cash handling.*

**ASSISTSNT Operation Manager from Jan.2008 to dec.2010**

***PYRAMIDENE REISER TRAVEL***

*Work as ASSISTSNT Operation Manager*

**Tour Leader from Jan. 2005 to dec. 2007**

***LONGWOOD HOLIDAYS***

*Work as Tour Leader*

**Front Office Agent from Jan. 2003 to Jan. 2005**

***HILTON FAYROUZ SHARM EL SHEIKH (Egypt)***

*Work as Front Office agent*

**Captain from Jan. 2001 to Jan. 2003**

***SOFITEL HOTEL (HURGHADA -EGYPT)***

*Work as Captain (Food &Beverages) (3 years)*

**CERTIFICATES**

***CERTIFICATES OF APPRECIATION:-***

***\*The First agent on sales June 2015***

***\*The First agent on Postpaid sales October 2015***

***\*The First agent on sales November 2015***

***WOW Appreciation on October & November 2015***

***\*The First agent on sales march 2016***

***\*The First agent on Dispatch Center (RTA) April 2013.***

***\*The Second agent on Dispatch Center (RTA) June 2013.***

**Personal Data**

* Nationality Egyptian
* Religion Islam
* Date of birth 31/5/1982
* Marital status Married
* Military status Exempted
* Visa Status Employment Visa
* Drive license Yes

**Training Courses**

* First aid training course in EJADAH Group (in-house training).
* Customer Services Course in EJADAH Group (in house training).
* Cash Handling.

**Computer Skills**

* Professional usage of Microsoft Windows, XP, VISTA and win 7.
* Microsoft Office 2003, 2007 and 2010.
* Internet Applications.

**Interests**

* Reading.
* Swimming

 **All references will be furnished upon request.**