**HESHAM**

**E-mail:** **hesham.370901@2freemail.com**

**CAREER OBJECTIVE**

Joining the multinational organization to make the best use of my experience and qualification, develop my interpersonal skills and take the opportunity to help others.

**EDUCATION**

FORMAL QUALIFICATIONS:

University Degree B.S.C social work

Kefir AL Sheikh University

Year 1998

**CAREER SUMMARY**

**Customer Service Career:**

**1/06/2001 till 20/05/2003 Americana (Kuwait Foods Company) U.A.E call Center**

**Duty & Responsibility:**

* Attending phone calls, taking orders and distributing respective distribution center
* Promoting new product of KFC pizza hut and Hardees specially for corporate and take away
* Telesales and customer assistance
* Independently responsible for story cash handling
* Handling customer problems
* Reporting customer service manager
* Familiar with Arabic and English typing correspondence work and secretarial work
* Fully capable of self correspondence
* Achieving and scheduling sales targets
* Forecasting sales target
* Giving training to the new agents
* Covering of the team leader responsibilities

**Till Now Americana (Kuwait Foods Company) U.A.E Call Center**

**Senior leader online department**

* **Duty & Responsibility:**
* Handling customer problems
* Directing and support the team agents during the work
* Ensure that all of the team agents are trained & certified as per the company system criteria’s
* Coaching, evaluating and motivating of the team work attitude in the service presentation
* Positively enhance the employee’s skills and performance in handling of the complaints
* Support to the implementation of all the new marketing campaigns
* Present the KPI’s report that show the monthly performance and productivity for the agents
* Conducting the daily and weekly pre-shift meeting to highlight strength and weakness points
* Responsible for daily reports like reparation of staff schedules. Labour costing sales report telemarketing analysis and item analysis.

**CUSTOMER CARE COURSES**

Americana Training Course U.A.E Sharjah

* The champs and champs Plus
* The customer mania
* The seven habits
* The Fish Philosophy

**COMPUTER COURSES**

Software courses aptich institute U.A.E Sharjah

. Windows, Word, Excel, Power point, Internet concept

**PERSONAL DATA**

Nationality : Egyptian

Marital Status : Married

Visa Status : Residence Visa

Driving License: Valid Emirates Driving License Valid from 2002 to till

 **LANGUAGES**

Arabic - excellent Mother Tongue

English - excellent Read, Write and speak