** [Ali]**

 **[UNION-METRO STATION] | [DUBAI, UAE] |**

 **| [** **ali.374801@2freemail.com** **]**

 **Objective**

**To obtain a position that will enable me to use my strong organizational skills, educational background, and ability to work well with people. And also maximize my Knowledge and skills.**

**Education**

**• [Faculty of commerce, Alexandria, Egypt]**

**• [Bachelor] | [2014]**

**• [Major: Accounting]**

**Experience**

**• [Sutherland Global Services (du account)] | [Alex, Egypt]**

**Customer services Representative (Front office) [Sep 2016] – [May 2017]**

 **- Certified as Front office agent in Consumer and Enterprise Mobile.**

**• Giving information and support for Technical and billing cases.**

**• Handling VIP Customers, Technical Issues and internet services issues.**

**Outbound Customer Service Representative [May 2016] – [Nov 2017|**

**• Selling products and offers for different campaigns represented by the client.**

**• Utilize computer technology to handle / dial high call volumes.**

**• Top performer for 4 months on a row by achieving the targets and selling criteria's.**

**• Al-Safwa for real estate (DES 2015 – SEP 2016)**

 **Realtor - SELL THE BUILDING THROUGH THE RECEIVED CALLS**

**• Officers Affairs Branch (Military Western Region) (Dec 2014 – Dec 2015)**

 **Chief Information Officer - Responsible for organizing, storing and processing of personal data for each officer who served in the western region area and send data to the administration in Cairo.**

**• Shabab el mostaqbal school (Feb 2009– Oct 2013)**

 **Primary English teacher - develop and foster the appropriate skills and social abilities to enable the optimum development of children, according to age, ability and aptitude.**

**S K I L L S**

 **• Computer Skills: Microsoft Office: Word, Excel, PowerPoint, and Commercial Excel**

 **• Language Skills: Excellent command of English, both written & spoken**

 **• Learning fast.**

 **• Excellent communication skills.**

 **• Ability to work independently.**

 **• Ability to work in teams.**

 **• Ability to lead the teamwork.**

 **• Self motivated**

**Personal Information**

 **• Date of birth: Apr, 4, 1992.**

 **• Nationality: Egyptian.**

 **Hobbies**

 **• Listening classic music, reading Egyptology and historian books.**

 **• Browsing internet social websites and news sites.**

 **• Part time volunteer at Resala charity association.**

 **• playing football, chess and swimming.**

 **• References Furnished upon Request.**