** [Ali]**

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

**| [** [**ali.374801@2freemail.com**](mailto: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.**