****

**Ibrahem**

**Call Center agent**

**Personal information**

|  |  |
| --- | --- |
| **Full name** | **Ibrahem**  |
| **Birth date** | **06/05/1989** |
| **Nationality** |  **Egyptian**  |
| **Material status** | **Single** |
| **Military service** | **Performed** |
| **Contact** | **Whatsapp +971504753686 / +919979971283** |
| **ibrahem.376211@2freemail.com**  |

**ــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــ**

**EDUCATION:**

**Mansoura University, Mansoura, Egypt**

**Faculty Of Computer Science And Information System (CIS)**

**Information System (IS) ==> 2006-2010**

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**Experience**

 **1 : Call center agent (etisalat misr 333 account etisal international)**

 **Two years 2015 == 2017**

**Responsibility**

* **Obtains client information by answering telephone calls; interviewing clients; verifying information.**
* **Determines eligibility by comparing client information to requirements.**
* **Establishes policies by entering client information; confirming pricing.**
* **Informs clients by explaining procedures; answering questions; providing information.**
* **Maintains communication equipment by reporting problems.**
* **Maintains and improves quality results by adhering to standards and guidelines;**
* **recommending improved procedures**.

 **2 : IT manager (delta for cotton . Egypt) 3 Years 2011 == 2014**

**Responsibility**

* **Manage information technology and computer systems**
* **Plan, organize, control and evaluate IT and electronic data operations**
* **Manage IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance**
* **Design, develop, implement and coordinate systems, policies and procedures**
* **Ensure security of data, network access and backup systems**
* **Act in alignment with user needs and system functionality to contribute to organizational policy**

**COURSES:**

 **IT Share Education Center Mansoura**

 **Web design & PHP ==> 4 month 2012**

**CERTIFICATION:**

 **South Western Accreditation COUNCIL**

 **Conversation Course 10 - April 2012**

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**SKILLS:**

 **Language :**

 **Fluent in Arabic and English**

 **Level 4 at English Conversation**

 **Computer :**

 **Oracle Developer**

 **UI design –Data Entry**

 **Windows – MsOffice .**

 **Personal Skills:**

* **Ability to be good leadership & control my team work.**
* **Excellent Communication, Leadership, analytical & organization Skills.**
* **Ability to work under pressure and meet strict deadlines.**
* **Very quick learner and like to learn.**
* **Ability to work in team.**