

Wessam

**MOBILE : C/0505891826**

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**Date of Birth: 20/10/1984**

**Place of Birth: Saudi Arabia**

**Status: Single**

**SKILLS**

* Good communication and interpersonal skills strengthened by working in customer service
* Good time management skills cultivated by having a job in addition to going to school
* Patient and willing to learn
* Good writing and researching skills
* Hard-working, dedicated and professional

**EDUCATION\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**2002-2006** **– High Institute for Hotels & Tourism, Alexandria**.

***Tourism Guidance Department***

* Related courses include tourism guidance, English, French and Hieroglyphic languages

**1999-2002** – **Taha Hussein Secondary School**.

 *General Secondary Certificate in Literature*

**ADDITIONAL COURSES\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Aug.2011 – Oct. 2011 Ticketing Course with (Amadeus Programme).. in Arab Academy for Science, Technology & Maritime Transport.**

**PROFESSIONAL EXPERIENCE**

**Nov. 2016 – Nov.2017 (Sales Coordinator) Citi Bank:**

* + Preparing Data for the sales team
	+ Scheduling customer appointments for the sales team
	+ Assisting the finance Department with customers on security checks
	+ Familiar with all with Microsoft packages.
	+ Recording all queries and making notes on logging software.
* Opening accounts for salaries transfer
* Make listing for new company
* Assisting team leaders.

**Jan.2015 – Oct.2016 Technologies co. for Training courses in Deira Dubai Al-Maktoum road (Training Coordinator)**.

* Booking training venues that are fit for purpose.
* Coordinating the work of trainers.
* Emailing the institutions for confirmation with them the courses, dates and the participants attend.
* Ensuring the smooth and effective functioning of training events.
* Scheduling appointments for training courses between the instructors who will give the session and the intended training institutions through which.
* Supervising the training courses that are held outside the company training departments in various institutions.
* Responsible for all courses documents by writing all the final reports, attendance sheets, and doctors comments for the participants for the finished courses to manage it with the institutions.
* Making sure that all training packs are produced to the highest quality level and with minimal errors.
* Making the certificates for the courses by using the MAC system.
* In charge of the administration involved in running courses.

**Jan.2013 – Nov.2014 World co. for Touristic and real estate marketing.**

* Providing a high level of customer service and satisfaction, ensuring that both internal and external customers received a quick response to their enquiries.
* Dealing with customers' enquiries on the telephone and resolving any complaints quickly and efficiently
* Writing and typing business letters
* Translating the coming faxes. Gained experience in using Microsoft Word & the Internet.
* Telephoning companies to check and verify names and addresses
* Responsible for the researches and reviews that are important to the company.
* Dealing with the faxes and emails and replying them on daily bases.
* Filling all documents under related subject for branch manager office.
* Preparing the business daily schedule.
* Communicating with Sales & Marketing teams and following up the work progress.
* Organizing presentations, fixing appointments and meeting clients/ Co-coordinating with overseas clients.

**Mar.2009 – July.2012 Elegant Touch Art for Interior Decoration & designs.**

* Office Manager
* Data Entry
* Answering Clients Calls
* Handled customer's inquiries & complaints
* Communication skills by working in Customer Services
* Good Management skills by having hardly works

**Nov.2008 – Feb.2009 New Master Co.**

 **(Sales Coordinator)**

* + Preparing Data for the team
	+ Scheduling customer appointments for the sales team
	+ Assisting the finance Department with customers on security checks
	+ Familiar with all with Microsoft packages.
	+ Recording all queries and making notes on logging software.

**Dec.2006 – Sept.2008 Dr. Amina Hassab Laboratories**

* Working as Secretary
* Answering Patients phone calls
* Customer Services & Data Entry

**Sept.2005 – Dec. 2005 Egytrav Travel Agency.**

* Prepared visiting tours and programs
* Performed telemarketing phone calls
* Working in customer services by Handling customer’s inquiries and complaints

**COMPUTER SKILLS**

* Microsoft Office Word, Excel, outlook and PowerPoint
* Mac
* All of Internet Applications

**LANGUAGES**

* Arabic: Native
* English: Fluent

**INTERESTS AND ACTIVITIES**

* Online Searching & Browsing on the Internet
* Listening to music
* Reading

**REFRENCES**

**Available upon request**