**KHALLED**

**E-mail:** khalled.379580@2freemail.com

**Dubai, United Arab Emirates**

Date of Birth : 02/05/1988

Sex : Male

Visa status : Visit Visa

Marital Status : Married

Nationality : Egyptian

Notice Period : Immediate

**CORE STRENGHTS**

* Communication Skill in Arabic and Basic English
* Interpersonal and relationship-building with customers
* folding printed items, preparing screen printing patterns, loading ink, and solving technical problems.
* Besides paper, these experts also print T-shirt, mugs, and other personalized items.
* Based on our collection of resume samples, Screen Printers should demonstrate printing expertise,
* stamina, effective communication, teamwork, time management, and basic computer competencies

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**PROFESSIONAL EXPERIENCE**

**Call centre Agent Raya Call centre (Etisalat UAE Project)**

**(From July 2017 – March 2018) Cairo Egypt**

* Worked as a call center agent in Etisalat UAE project.
* To handle all mobile services issues
* Managing large amounts of inbound calls in a timely manner
* Following call center “scripts” when handling different topics
* Identifying customers’ needs, clarify information, research every issue and providing solutions
* Provided effective and timely resolutions of a range of customer inquiries.
* Responded to customer inquiries requests; resolved issues efficiently and professionally.
* Completed ongoing training to stay abreast of product, service and policy changes.

**Call centre Agent Ecco outsourcing (Vodafone,Egypt)**

**(From January 2011 – March 2013) Cairo Egypt**

* **Working as a call centre agent in Vodafone Egypt in data validation and 888 mobile services**
* **Handle activation of new customer line versus inquiries of mobile services.**
* Respond to authorized service center's inquiries via email or phone, and resolved issues efficiently and professionally
* Update and authorize approximately 50-80 customer request tickets for owned or new purchased units that are needing repair service or needing new parts due to missing or damaged
* Trained new CSR's on department procedures
* Do other duties as needed or assigned

**Call centre Agent Exceed (Tedata)**

**(From September 2013 –August2013) Giza Egypt**

* Training in Tedata projects for ADSL lines and rate plans

**Call centre Agent UnionAir group**

**(From September 2013–August 2014) Giza Egypt**

* Worked as sales in Sheikh Zaid branch for Air Condition and Electricity machines

**Cashier Asian corner24 plus**

**(From October 2014 –Jan 2015) Cairo Egypt**

* Handle cash, credit or check transactions with customers
* Ensure pricing is correct
* Redeem stamps and coupons
* Count money in cash drawers at the beginning and end of shifts to ensure that amounts are correct and that there is adequate change
* Resolve customer complaints, guide them and provide relevant information

**Manager El khan Cafe**

**(From January 2015–May 2015) Cairo Egypt**

* Maintained weekly payroll for over 100 employees
* Ensured that clients and vendors were comfortable when entering the building by meeting their needs and expectations

**UAE EXPERIENCE**

**Manager Muhamed Commercial broker**

**(From June 2015–May 2017) Dubai Uae**

* Maintained accurate client files, company contracts, ad sales database and timesheets
* Responsible for organizing all company functions, meetings and events including booking conference rooms and additional spaces

**EDUCATION**

Faculty in Law Cairo University 2010

**COMPUTER SKILLS**

MS Office and MS word

**Declaration**

I Declare the Information and Facts stated herein above are true and correct to the best of my knowledge and belief.