

Name: Elshazly

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OBJECTIVE:

 To find a career building opportunity within a respectful organization where my experience and skills are fully utilized and built upon.

PERSONAL SKILLS:

 Self starting and self motivating person.

 A team player.

 Willing to learn continuously.

 Excellent convincing skills.

 Excellent communication skills.

 Excellent negotiating skills.

EDUCATION:

* L.L.B. Faculty of Law English Department Alexandria University (graduation year 2006).
* Graduated from Victory College (Alexandria-Egypt).

WORK EXPERIENCE:

* + - * Vodafone UK (Alexandria-Egypt): February 2015 - November 2018.

**(Team leader)**

***Job description:***

* Managing and motivating my team of 10-12 Advisers to reach their full potential for the effective day to day running of the business.
* Training new team members, discussing how to keep customer satisfaction levels sky high at team meetings, keeping things constantly improving.
* Leading and coaching my team to deliver an exceptional customer experience and to exceed business performance measures.
* Supporting and educating customers around using their services by assisting with technical queries and resolving customer’s complaints.
* Supervising others with enthusiasm, energy and drive to motivate those around me.
	+ - * Emirates Airlines (Dubai): September 2010- january 2015.

**(First class cabin crew)**

***Job description:***

* Ensuring compliance with all safety regulations, standards, and business practice is fulfilled.
* Ensuring best customer service is well obtained throughout the flight.
* Handling emergency and first aid situations onboard.
* Selling duty free products to customers onboard.
	+ - * Abu Dhabi commercial bank (Dubai): December 2009- September 2010.

**(Relationship officer - loans and credit cards)**

***Job description:***

* Calling and visiting customers, preparing documents and taking signatures for classic, gold, VIP, platinum credit cards, personal loans,and auto loans.
* Following up with the process on the bank systems from data entry and till the dispersal.
* Following up with the customers after selling, offering them easy cash and easy payment plans and handling customers’ complaints to attain customers’ satisfaction.
* Selling credit shield and accident care insurances as well as supplementary credit cards.
	+ - * Mashreq bank (Dubai): December 2007- December 2009.

**(Relationship officer - collection)**

 ***Job description:***

* Calling and visiting customers advising and convincing them to pay their dues on time to avoid further actions taken by the bank against them.
* Sending letters, emails and faxes to customers to remind them about their payments.
* Filing police and agency cases against the defaulters and the skip cases.
* Transferring the money collected from customers’ accounts to the bank account.
* Following up with the customers after their payment and handling customers complaints.
	+ - * Verizon Marketing and Advertising Co. (Cairo-Egypt): September 2005 - September 2007.

**(Marketing representative)**

***Job description:***

* Selling yellow pages internet ads on Google, Yahoo, eBay, Bigfoot, MSN, yellow pages.com and others to US businesses through international calls.
* Convincing the decision makers in the US households and firms to advertise online.
* Negotiating about the number of states they wish to advertise in, place and size of the ad online and the packages available to them.
* Achieving the target assigned to me regularly and got promoted as a team leader.
* Closing the deal for my team, recording the customer consent as a proof for the deal and following up with customer after the ad is placed to attain customer satisfaction.

LANGUAGES:

Arabic: Native.

English: Fluent.

COMPUTER SKILLS:

 Microsoft office (Excellent).

INTERESTS & ACTIVITIES:

Reading.

Playing Football.

Swimming.

PERSONAL INFORMATION:

Date of Birth : 10/04/1982.

Place of Birth : Alexandria - Egypt.

Marital Status : Single.

Religion : Muslim.

Nationality : Egyptian.

Driving license : UAE.