

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.

WORK EXPERIENCE:

● Du (Alexandria-Egypt): Jan 2015 – Nov 2018.

**(Customer service representative).**  
***Job description:***

* Receiving calls from customers based in the UAE.
* Advising new customers on using their lines and handling their queries.
* Activating, deactivating and transferring data bundles to prepaid and postpaid customers.
* Handling customers complaints efficiently and effectively to attain customer satisfaction.
* working with my team and my managers to achieve our targets regularly.
  + - * Emirates Airlines (Dubai): Sep 2010- jan 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.

● Mashreq bank (Dubai): Dec 2007- Sep 2010.  
**(Relationship officer - personal loans).**  
 ***Job description***:

* Calling and visiting businessmen, preparing documents, audit reports for business and personal loans.
* Following up with the process on the bank system from data entry and till the loan dispersal.
* Offering mortgage and real estate solutions from the bank.
* Following up with customers after selling to attain customer satisfaction.

● Verizon Marketing and Advertising Co. (Cairo-Egypt): Sept 2005 - Sept 2007.  
 **(Telemarketing 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 and recording the customer consent as a proof for the deal and following up with customer after the ad is placed to attain customer satisfaction.

EDUCATION:

Graduated from Victory College - Alexandria-Egypt (2001).

L.L.B. Faculty of Law English Department Alexandria University (2002 - 2006).

PERSONAL SKILLS:

Self starting and self motivating person.

Willing to learn continuously.

Excellent convincing skills.

Excellent communication skills.

Excellent negotiating skills.

LANGUAGES:  
 Arabic: Native.   
 English: Fluent.

COMPUTER SKILLS:

Microsoft office (Excellent).

INTERESTS & ACTIVITIES:

Reading.

Playing Football.

PERSONAL INFORMATION:

Date of Birth : 10/04/1982.

Place of Birth : Alexandria - Egypt.

Marital Status : Single.

Religion : Muslim.

Nationality : Egyptian.

Driving license : UAE.