

**Galal**

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**K e y S t r e n g t h**

Have a positive, enthusiastic, &friendly

1 attitude with experience in the furniture & telecom field

Strong active listening skill and verbal communication.

2 Ability to multitask, manage time, and prioritize.

*To obtain a full time position within a multinational entity related to my education, skills and experience E*

**EDUCATION**

**Ain Shams University**

Faculty of Law

2015- 2019

**EXPERIENCE**

***Call Center Agent***

January – April 2020

* *Build a good Rapport with Clients over the phone.*
* *Respond promptly to customer inquiries.*
* *Handle and resolve customer complaints.*
* *Obtain and evaluate all relevant information to handle customer and service inquiries.*

*-Manage customers' accounts.*

*-Follow up on customer interaction.*

**MAJOREL EGYPT**

*Vodafone Account*

*El-Abbasia*

***Call Center Agent***

April – June 2020

* *Receive calls for inquiries from customers*
* *Answer customer queries, as well as probe the customer to obtain a full understanding of what information is being requested.*
* *Identifying and assessing customers’ needs to achieve satisfaction.*
* *Make sure that all customers issues are handled.*

*-Provide accurate, valid and complete information by using the right methods/tools.*

*-Follow up with customers in case of pending/escalated issues. -Communicate clearly and effectively with customers*

**ABO GABL FOR OFFICE FURNITURE**

***Indoor Sales Representative***

Madinet Nasr– August 2019 – Jan. 2020

* *Provide pre-sales technical and functional support for customers to furnish their work-space.*

*-Work closely with customers to provide the best solution for their requirements, create solutions from the company's collection and ensure a smooth sales process.*

* *Will work to find new sales leads, through direct visits and client referrals.*
* *Visit clients, Interior Designers, and consultants in the field.*

**SKILLS**

* Excellent communication and presentation skills
* Customer orientation and ability to adapt/respond to different types of characters
* Ability to multi-task, prioritize, and manage time effectively
* Good English , & French in both (written and spoken )
* Good Computer skills

**PERSONAL DATA**

* Date of Birth : Oct. , 20th , 1996
* Military Service :Exempted
* Marital Status : Single