

SOLIMAN EID MANSOUR

Teller



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Dubai, UAE

CAREER OBJECTIVE

I am a **people person**, very much **patient** while dealing with clients, and also having a very good **understanding** to customer's complaints. In addition, I have the skill of taking the responsibility of **problem solving**. I seek to have an opportunity to work for your company which requires lots of skills that I totally believe that I have.

INTERPERSONAL SKILLS

- Adapting to fast changing environments, by **developing my skills** to match the requirements.
- Good **listener** and having a high level of **patience** allowing me to absorb customers' temper.
- Highly **energized** with **positive attitude**, making me able to work with high performance.
- Good **team-player**, so I can be a vital part of a big group coming up with new.
- Maintaining **communication skills** while handling clients confidently.
- **Customer oriented**, aiming to deliver a remarkable experience.
- Committed to **code of conduct** and organizational **ethics**.
- Giving **precise and concise** answers efficiently.

EDUCATION

- Holding the **Bachelor's degree in Engineering** at Alexandria University in (July 2019).
- Graduation Project Grade: Excellent.

EXPERIENCE AND TRAINING

Moamel Al Qudra Electromechanical Works

(May 2022 till now)

Regularly meeting the clients to offer them our services. In addition, I answer the phone calls of our clients to reply on all of their queries and complaints.

Al Fardan Exchange Company (Abu Dhabi).**(May 2021 – April 2022)**

Handling customers' transactions, including check clearing, deposits, withdrawals, transfers, credit card payments, cashier's checks, and opening and closing of accounts. As well as, I used to identify customers' needs, and provide them with the information on the new products and services. In addition, I provided a high level of customer service, offering answers and assistance to the customers, in person and via phone calls.

Tawafuq Center Semi Governmental (Sharjah)**(Feb 2021 – Full month)**

Trainee on Tawafuq Center, receiving labor complaints over the phone.

Royal agency for marketing (Alexandria, Egypt)**(July 2019 – Nov 2020)**

Customer service representative at marketing company in the medical field, working marketing campaigns to the hospitals and private clinics.

LANGUAGES

- Arabic (native)
- English (Fluent)
- German (Beginner)

Courses and Online Certificates

- Business English online course.
- Human Resources Development Training program.
- English for business and entrepreneurship - university of Pennsylvania.
- Recommendation letter from head of the Norwegian university in Trondheim city Norway.

Achievements and Memberships

- Chosen to participate in ISFiT (international student festival in Trondheim) In Norway as representative of my country.