



# HADY EHAB

## CAREER OBJECTIVE

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Seeking a challenging position in a reputed organization where I can learn new skills, expand my knowledge, and leverage my learnings. To get an opportunity where I can make the best of my potential and contribute to the organization's growth.

## WORK EXPERIENCE

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- **Customer Service Intern - Abu Dhabi Islamic Bank - Tanta - Egypt .**  
**July 2023 - September 2023**
  - Educated customers on different account types to best suit individual needs.
  - Performed administrative tasks such as filing paperwork and updating databases.
  - Provided accurate information regarding bank products and services to customers, including account balances, loan payments, transfers, deposits.
  - Supported branch in achieving individual and team goals while acting in customer's best interest.
- **Sales - Abaza Auto - Egypt .**  
**JUN 2021 - OCT 2022 .**
  - Analyzed customer feedback to improve the effectiveness of sales processes.
  - Acquired extensive knowledge of product lines, pricing structures, and sales strategies.
  - Adapted to and remained flexible in changing, fast-paced work environment.
  - Negotiated contracts and prices with clients to exceed sales goals.
  - Built relationships with new and existing clients through effective sales techniques.

## CONTACT

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St. Abu Dhabi

## SKILLS

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- MSOffice Experience .
- Technical Support and Assistance .
- Computer Hardware Knowledge .
- Profit Target Achievement .
- Sales Activities .
- Cash Handling .
- Documentation Skills .
- Detail-oriented .

## LANGUAGE

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- Arabic Native Speaker
- English Fluent speaker

## EDUCATION

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- Bachelor Of Computer Science  
And Artificial Intelligence  
Benha University - Egypt .

## VISA

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- Visit Visa .

- **Call Center Representative - Teleperformance - Cairo .**

NOV 2020 - April 2021 .

- Proficiently handled escalated customer calls with patience, tact, and diplomacy.
- Greeted customers, answered inquiries, and resolved customer complaints in a call center environment.
- Utilized active listening techniques to identify customer needs and provide appropriate solutions or services.

- **IT Support Intern - RoQaY - Mansoura - Egypt.**

JUL 2020 - OCT 2020 .

- Installed operating systems, software updates, and patches in accordance with best practices.
- Developed strong problem-solving skills while troubleshooting IT issues..
- Assisted with administrative tasks including data entry, filing, organizing documents, and scheduling meetings.