

Mohamed Essameldin Awad

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Objective:

Seeking a challenging career with progressive organizations provide an opportunity to capitalize my technical skills and abilities. I'm always ready to learn new technologies which help to improve myself personally, I prefer to work with a team in a friendly and supportive environment where each member is able to contribute and achieve mutual goals. My personality and motivation may help me to face any difficulties.

Experience:

Retail Customer Service and sales representative at Orange from Jan 2019 till present

- Solving customer's complaints.
- Providing information about new and existing offers, products and services.
- Selling all company's products.
- Handling all types of customers.
- Provide internship to new agent.
- Preparing all financial and KPI reports.
- Achieving the target and customer satisfaction "CSAT" percentage.

Call center agent at Vodafone Egypt from Aug 2017 till Dec 2018

- Handling customers about bad attitude from service which provided by store.
- Solving and compensating customer requests by checking the customer complaint.
- Providing information about new and existing offers, products and services.
- Following up with customer and be sure if his complaint was solved.
- Achieving "CSAT" percentage, "AHT", "FTS" and quality coaching.

Accountant and business setup consultant at an accounting office from Mar 2015 till Jul 2017

- Prepare and audit all financial documents
- Prepare and provide taxing reports.
- Prepare all documents which needed to set up a new organization and provide it to investment authority to obtain the business license to start their activities.

Internship:

- ☐ Accounting excel in "EAAC"
- ☐ Training at "Egyptian Arab land bank".

Personal information

- ☐ Date of birth: 24/08/1990
- ☐ Nationality: Egyptian
- ☐ Military service: completion

Skills:

- ☐ Ability to work with all levels of management and different culture.
- ☐ Perfect communication skills
- ☐ Working under pressure
- ☐ Quick learner
- ☐ Well organized
- ☐ Problem solving

Education:

- ☐ Bachelor degree:
 - University: Faculty of Commerce Alexandria university
 - Specialization: Accountant
 - Graduation year: 2013