



Basel Hossam Talaat

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Objective:

A highly motivated and results-driven **professional with over 2 years of experience in the banking sector**, customer service, and team leadership in call center environments. Proven expertise in managing and coaching teams, driving customer satisfaction, and optimizing operational efficiency. I also have excellent experience in the cashier role and cash handling. **Seeking to leverage my skills in team management**, training, and customer support to contribute to a dynamic organization. Eager to apply my knowledge of communication strategies, and performance metrics to enhance organizational growth and foster an exceptional customer experience.

Work history:

[Jan 2023 – Oct 2024]

Call Center Team Leader at Banque Misr

Responsibilities:

- Supervises activities and performance of the team members advisors.
- Facilitate interactions between the internal team and the hosted platforms for the overall success of the organization.
- Mentor team members, identify lapses, and conduct training on the job to equip staff with knowledge of developing trends to build a highly skilled department.
- Monitors transactions to ensure that QA standards are met.
- Coordinates, as needed with all supporting functions to eliminate any problems affecting the operations.
- Monitors incoming call queue (Real Time Display) and performance metrics to optimize efficiency and maintain even distribution.

[Jun 2022 – Dec 2022]

Call Center representative at Banque Misr

Responsibilities:

- Responding to customer queries and complaints efficiently and professionally.
- Knowing well the bank products and services provided by the bank.
- Having a strong ability to multitask.
- Supporting a team of newcomers in the queue.
- Ensure customer satisfaction by providing help and support and able to remain calm and polite when answer with unsatisfied clients.
- Familiarity with CRM systems and practices.

(Aug 2021 – May 2022)

Cashier at Kheir Zaman Supermarket

Responsibilities:

- Operated the cash register and processed customer transactions accurately and efficiently.
- Provided excellent customer service, handling inquiries and resolving any issues.
- Managed cash, credit, and debit transactions with attention to detail.
- Handled returns, exchanges, and refunds following company policies.
- Monitored and balanced cash drawer to ensure accuracy at the start and end of each shift.

(Jan 2021 – May 2021)

Cashier at Local Cloths Shop

Responsibilities:

- **Processing Transactions:** Accurately handling cash, credit, and debit transactions, ensuring correct amounts and change.
- **Customer Service:** Providing excellent customer service by greeting customers, answering inquiries, and assisting with product selections.
- **Maintaining Register:** Managing the cash register, ensuring it is balanced at the beginning and end of each shift, and reconciling discrepancies.
- **Handling Returns and Exchanges:** Processing product returns, exchanges, and refunds according to company policy.
- **Upselling and Promoting Sales:** Encouraging customers to purchase additional products or services and promoting store promotions.

(Jun 2020 – Dec 2020)

Cashier at Hyper Grandy Market

Responsibilities:

- **Processing Transactions:** Accurately handling cash, credit, and debit transactions, ensuring correct amounts and change.
- **Customer Service:** Providing excellent customer service by greeting customers, answering inquiries, and assisting with product selections.
- **Maintaining Register:** Managing the cash register, ensuring it is balanced at the beginning and end of each shift, and reconciling discrepancies.
- **Handling Returns and Exchanges:** Processing product returns, exchanges, and refunds according to company policy.
- **Upselling and Promoting Sales:** Encouraging customers to purchase additional products or services and promoting store promotions.

(Mar 2018 – Feb 2019)

Call center Representative at Raya CX

Responsibilities:

- Manage large amounts of inbound and outbound calls in a timely manner.
- Follow communication “scripts” when handling different topics.
- Seize opportunities to upsell products as soon as possible.
- Staying up to date regarding a company’s products, services, and policies by attending meetings and training sessions.

Technical and Soft skills:

Technical skills:

- **CRM Software Proficiency** for managing client relationships and tracking team performance.
- **KPIs Reporting** by using tools like **Excel and Google Sheets** to analyze performance metrics and generate reports.
- **Technical Troubleshooting** skills for resolving software, hardware, or system-related issues.
- **Planning**, organizing, and **monitoring team** tasks and projects.
- **Proficient** in using **Microsoft Office programs** [Word, PowerPoint, Excel, Outlook].

Soft skills:

- **Exceptional** customer-service and **customer care skills**.
- Dealing with **diverse cultures** and nationalities of customers.
- Ability to exhibit **leadership, train, motivate, and manage others**
- Strong analytical and **problem-solving skills** to correctly identify issues and determine the most **effective solutions**.
- Good use for **Emotional Intelligence** when communicating with others.

Courses and Self-study

- I certified in a soft skills course at VOIS.
- I attended and certified in an emotional intelligence workshop at GO SOLUTIONS "Training & Consultancy".
- I attended and certified in a call center management and measurement workshop at GO SOLUTIONS "Training & Consultancy".
- I Attended and Certified in a Leadership & Coaching Skills Workshop at GO SOLUTIONS "Training & Consultancy".

Languages:

Arabic: Native Speaker.

English: B.1. [Conversational].

Educational qualification:

[Sep 2015 – May 2019)]

Bachelor's Degree in Arts, Major in Libraries Archiving and Information Technology,

Graduated from Cairo University.

Grade: **Good**

Activities:

- [Feb 2022]
Participated in the preparation and equipping of preparing and equipping at the 53rd Cairo International Book Fair.
- [Jun 2021]
Participated in the preparation and equipping of the Egyptian Armed Forces pavilion at the 52nd Cairo International Book Fair.
- [Nov 2022]
Attended a Team Building Event at Banque Misr.

References available upon request.