

HANAN AHMED ABD ELHAMED

Call Center

Faculty of Arts graduate with proven communication and email skills, seeking a challenging position as a call center at your reputable organization to expand my learnings and skills to leverage organizational to support internal and external communication Working under pressure, responsible individual focused and determined with high attention to details.

WORK EXPERIENCE

❖ Call Center (Bione Medical Screening company) (Dubai) July 2021- present.

- Answering calls from customers professionally and responding to customer inquiries and complaints.
- Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives.
- Keep records of all conversations in our call center database in a comprehensible way.
- Follow call script & etiquette.
- Handling and resolving customer complaints on offered services.
- Respond to Emails and Chats in a professional and timely manner.

❖ Customer Service (We Company for Internet Services) (Egypt) May 2016 to 2021

- Receiving calls and Internet problems.
- Follow up on the use and connection of the Internet of new customers.
- Solve all customer problems inside the branch and by phone.
- Promote the company's products and offers.
- Escalating inquiries to respective departments or supervisor as & when needed.
- Training of new employees.

❖ Call Center (Vodafone Egypt) From 2013 to 2016

- Answering calls from customers professionally and responding to customer inquiries and complaints.
- Handling and resolving customer complaints on offered services.
- Escalating inquiries to respective departments or supervisor as & when needed.
- Follow call script & etiquette.
- Taking part in training and other learning opportunities to expand knowledge.

❖ Receptionist & Customer Service Representative/Dell Company for laptops, Egypt From 2010 to 2013

- Receive customer calls and answer all questions.
- Receiving customers and helping them find the required device.
- Explaining the features of electronic devices to help customers identify the required device.
- Follow up on all problems inside the branch and through the phone with the company's customers.



CONTACT

☎ +971 582013702

✉ Hananmorgan1990@gmail.com

📍 United Arab Emirates

♥ Egyptian

❖ Married

♥ Husband visa

EDUCATION

❖ Graduated from the Faculty of Arts

❖ Cairo University, 2010

COMPUTER SKILLS

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Windows
- Internet

PERSONAL SKILLS

- Work Under pressure
- Communication skills and receiving calls
- Team work
- Fast Learning
- Willing to Accept new tasks as a challenge.

LANGUAGES

- Arabic & Mother Language
- English & Very Good