



**Mostafa Saeed Ismail
Hassan.**

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LANGUAGE SKILLS

English, Russian and
Arabic.

Personal Information

Birth date: 14-04-1985
Marital status: Married
Nationality: Egyptian
Residence: Egypt _Qena
Qus

OTHER INTEREST

Reading
Traveling
Sport

Curriculum Vitae.

CAREER OBJECTIVE

To work in an organization offering high degree of challenge, motivation, responsibility and decision making capacity in order to use my skills and experience to achieve the excellence in my profession and organizational goals.

SUMMARY

- Confidentiality and trustworthiness to work with sensitive information in a professional and confident manner.
- Organized, logical and ability to multi-task by taking pro-active responsibility.
- Initiative and follow up skills.
- I'm currently in Egypt , But I miss UAE So Much.I would like to Return soon.

EDUCATIONAL BACKGROUND

- **University:** Faculty of Education , English Dept, South Vally University(2002-2006)
- Professional Diploma in Education Technology .
- . International Computer Driving License.
- Light Driving License.

WORK EXPERIENCE

COMPANY	:-	UAE companies, Securi Guard Middle East.
POSITION	:-	Security Guard.
PERIOD	:-	from August 2009 up to February 2014.
Location	:-	Abu Dhabi Central Market Customer Service.

Scope of Work:

- Servicing and provide support to existing customers as well as establishing .
- Keeps the track of activities in customer relation management system..
- Handling the flow of information, processing all correspondences through the department managers and see that all service are given to the correct individual.
- Follow up with various department managers on assigned tasks.
- Screen and respond incoming calls and take appropriate action.
- Handle all correspondences, route them, draft replies and ensure mails are dealt with efficiency.
- Relay all information accurate through phone conversation, message, emails, letters, voice messages and other forms of communication.