



RESUME

NAME: Nada Gamal
ADDRESS: ELZ Residence - Arjan, Dubai
EMAIL: nada.gamal993@gmail.com
TELEPHONE: 0523955256

Education

BA Faculty Of Arts - German Department, Helwan University - Cairo
2016

Work Experience

**Business
Development
Specialist**
Dec 2021 - June 2022

eMarketing Egypt

**Back Office Billing
Specialist**
May 2017 - Nov 2021

Teleperformance Egypt (du Telecom Account)

- Handling trouble tickets that the customers raised to solve their billing complaints & issues and the ability to solve and close it within its Service Level (SLA 48 hours).
- Excellent & very quick Ability in using System to resolve the trouble tickets.
- Following the money refund and amount waiver process either on Customer's credit cards, cash or on their bank accounts according to the Company's Policy.
- Excellent Knowledge of resolving billing and financial issues for the customers.
- Worked as an SME (Floor Support) by supporting the new comers agents to be experts in solving billing and financial issues and assisting them to work perfectly on the system navigation, taking manager call backs and hard calls from them as well.
- Doing Managerial Tasks (Approving waiver requests from the agents and money refund for the customers by following the company's policy).

Call Center Agent
June 2016 - May 2017

Teleperformance Egypt (du Telecom Account)

Answering incoming calls from customers, solving their issues and assisting them in their inquiries.

Personal Skills

- Communication Skills.
- Self motivated.
- Hard worker.
- Quick Learner.
- Highly Organized.
- Ability to work under stress.
- Team worker.
- Time Management.
- Cooperative.
- Well organized.
- Multi tasking.
- Leadership Skills.
- Good Accuracy and attention to details.
- Excellent problem solving.
- Excellent judgement according to the situation.

Language Skills

- Arabic: Mother Tongue.
- English: Excellent.
- German: very good.

Computer Skills

- Microsoft Word, Excel & Powerpoint.
- Typing Speed: very quickly.