

## CURRICULUM VITAE

### **Kholoud Mohamed**

Mobil No: 0562803626

Email: [kholoudm2396@gmail.com](mailto:kholoudm2396@gmail.com)



### **Objective**

To obtain a challenging position as a Customer Service Representative.

### **Education**

**Graduation:** College of Education

**Department:** English Science Section    **Degree Percentage:** 84.5

**Overall grade:** Very Good    **Graduation Year:** 2018

### **Summary of Skills**

- Developed skills include dealing with customers, accounting
- Decision making, critical thinking, organizing and planning
- Flexible to different situations
- Computer skills, Excellent in using Microsoft office (Excel, Word)
- Extremely comfortable learning/interacting with new technologies
- Highly organized and motivated
- Customer service relations in both high and low volumes
- Efficient and reliable with cash Negotiation, communication and soft skills
- Cooperative and coworker
- Financial accounting.

### **Key Responsibilities**

- Able to maintain customer confidentiality while dealing with customers either by telephone, electronically or face to face
- Respond promptly to customer inquiries
- Handle and resolve customer complaints
- Obtain and evaluate all relevant information to handle product and service inquiries
- Organize workflow to meet customer timeframes

**Experience:**

- Two years training as a teacher in Mansoura Language School (MLS).
- Customer Service Representative at Out Box Training Center.

**Areas of Expertise**

- Excellent Computer and Information Technology skills.
- Excellent interpersonal and communication skills.
- Excellent customer service skills with background of accountant knowledge.
- Natural ability to work both alone or as part of a team.
- Ability to convey important information correctly and effectively.
- Ability to listen to and convey details.
- Proven aptitude in problem-solving.
- Outstanding communication skills - ability to convince while maintaining professionalism.
- Responsible for timely performance of record retention.

**Hobbies and interests**

- Reading
- Interaction with peoples friendly

**Personal Details**

- **Full Name:** Kholoud Mohamed Elsayed Abdelsalam Elsayed
- **Date of Birth:** 1<sup>st</sup> Sep 1996
- **Nationality:** Egyptian
- **Marital Status:** Married
- **Religion:** Muslim
- **Languages:** Arabic, English & French(Little)
- **Visa status:** Residence visa (Family visa)

**References**

Available upon request.

**Declaration**

I hereby submit above the statement is true to the best of my knowledge.

*Kholoud Mohamed*