



Samar Esmail Zaghawa



+971 50 3013 492



Samaresmail090@gmail.com



Ajman

United Arab Emirates

LANGUAGES

- Arabic
- English

SKILLS HIGHLIGHTS

- Strong decision maker
- Complex problem solver
- Creative design
- Experienced with multiple software

SUMMARY

Energetic employee with strong time management skills and who thrives in a fast paced, dynamic environment. Experienced in customer service, good at communicating, and is knowledgeable with computers. Well rounded, eager to learn, and able to learn quickly.

EXPERIENCE

Call Center Agent | 2012 To 2020

Americana Company, United Arab Emirates

- Receive inbound calls and answer questions from customers satisfactorily.
- Dealt professionally with upset customers and kept situations under control.
- Troubleshoot and resolve people's problems.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.
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EDUCATION

Socil Service Institute 2010

Kafr El-Shaikh University

SOFTWARE EXPERIENCE

- SDM System
- MS Excel
- Oracle System

PERSONAL DETAILS

- **Date of Birth:** 11 Feb 1989
- **Nationality:** Egyptian
- **Marital Status :** Married