

Fatma Kotb Mahmoud Alanouse

Contact

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Languages

Arabic – Mother Language
English - Very good command of
(Writing, Reading, Speaking).

Hobbies

- Reading
- Music
- Photography
- Travelling

Summary

Highly organized individual with excellent communication skills. Skilled in Microsoft Word, Easily Adaptable, Customer-focused individual seeking to improve customer retention and satisfaction as a Call Center Agent. Coming with excellent interpersonal and data entry skills with 3 years call center experience. Strong media and communication professional graduated in AUC - School of Continuing Education.

Skill Highlights

- Good communication and persuasion skills.
- Ability to work within a team.
- Good presentation and self –confident.
- Great active listening skills
- Strong time management and organizational skills.
- Phone skills, including familiarity with complex or multi-line phone systems

Experience

Call Center Agent – From April /2019 to December /2021
Vodafone Egypt.

- Take calls from customers answering questions or addressing any concerns they may have.
- Handl many inbound and outbound calls to and from customers.
- Listen to customers needs or issues and providing helpful solutions to their problems..
- Respond to the clients' needs on time with the best we can offer.
- Guide callers through troubleshooting, navigating the company site or using the products or services.
- Manage and resolve customer complaints.
- Follow up customer calls where necessary.

Education

American University in Cairo, School of Continuing Education.

- Major: Legal& UN Translation.

Mansoura University, Faculty of Education. - (2016 – July 2017)

- Major: General Education Diploma English Session.

Mansoura University, Faculty of Arts. - June 2016

- Major: Bachelor of Arts, English Literature Department.

Certifications

- Oral Communication B23 at American University in Cairo B2 on the Common European² Framework of Reference (CEFR).
- General English Course at American University in Cairo.²
- Arabic Language Proficiency at AUC.
- English for Translator at AUC.
- Translation and Interpreting Foundations at AUC.
- ICDL
- Basic of Human & Business Skills.
- Human Development & Basics of Phonetics.