

Ezzeldin Ahmed Sadek

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Seeking to obtain a secure position in a company where I will challenge my abilities and benefit from my customer service experience, positive interaction skills, organization, computer, and bilingual skills, and to expand my skills to its furthest potential.

EXPERIENCE

Hexaware Technology [VFS Global Account]— *Call Center Agent*

March 2020 – January 2022

- Organized and led workshops to educate consumers on how to use our services.
- Open and maintain customer accounts by recording account information.
- Maintain financial accounts by processing customer adjustments.
- Developing and maintained relationships with consumers and businesses to ensure client satisfaction.
- Helping customers in their inquiries and completing my daily tasks.

EHN Group, Dubai — *Customer Care Representative*

Sep 2018 - Jan 2020

- Prepared for review, and issuing approved development/ subdivision public reports
- Scanned files, including bookmarking, and transmittal to appropriate Department
- Interacted with real estate licensees, other government agency staff and the public, fielding a high volume of telephone calls, walk-in visitors, and electronic and paper correspondence

EDUCATION

Ain Shams University, Cairo — *Bachelor*

Sep 2009 - Jun 2014

Bachelor Law.

Courses and Certificates

- English Language Course. April 2015
- Human Resources Management Certificate. Sept 2015

ACTIVITIES

- AIESEC Egypt – Vice President Outgoing Global Volunteer



Editor with WPS Office

SKILLS

Technical: Leadership, resourcefulness, multitasking, creativity.

Interpersonal: Verbal communication, Non-verbal communication, Listening skills, Negotiation, Problem-solving, Decision-making, Assertiveness.

ACHIEVEMENTS

Improved Aziz Shipping System to help customers and make the process easier for operation team.

LANGUAGES

Arabic – Native

English – Fluent

- AIESEC Egypt – Team Leader Outgoing Global Volunteer
- AIESEC Egypt – Member Outgoing Global Volunteer
- Enactus BSU – HR Member
- Inspire Women BSU – HR member
- Misr Ta3mal BSU – Head of HR

