

Personal Profile:

Curriculum vitae

Name	: Mohammed Elsayed Saber Fayad
Nationality	: Egyptian
Date of Birth	: 29.03.1995
Marital Status	: Single
Passport Number	: A23803567
Language Proficiency	: English & Arabic
Expire Date	: 03/12/2025
E-mail address	: <i>mohamedfayad2727@gmail.com</i>
Home address	: Al-Zarooni Building – Al Nahda1 – Dubai.
Contact Number	: +971-547690881
Visa Status	: Employment Visa
Reference	: Upon your Request

Objective:

Looking for a placement as call center agent with a reputed company where I can utilize my education and experience for the optimum growth of the school as well as personal career growth.

Profile:

- I have a driver's license in the UAE.
- 2 years experience working call center agent (Alsaad home,Careem and Noon) companies in UAE.
- 3 years experience Working in Education field in Egypt & UAE.
- Hold a Bachelor Degree from Islamic DAWA' college 2017.
- Hold General Diploma in Education 2018.
- Quran hafez Hold Ejaza in Holy Quran.
- Proficient in MS Office Applications.
- Have good communication skills in English.
- Proactive, self motivated & highly organized.
- Young, energetic & capable of working under pressure.
- Willing to learn and adhere to new policies & procedures.

Academic Profile :

- *Bachelor Degree from Islamic Dawa' college , Al Azhar University, 2017.*
- Degree : Very Good.
- *General Diploma in Education from Faculty of Eucation, Monofiah University Egypt 2018 with Very Good degree.*

Brief of Career History :

From 15 October 2021 to 30 July 2022 :

- Worked as call center agent (Alsaad home) company in Sharjah.

Job discrimination:

- 1-Helping customers overcome the problems they face and provide adequate and adequate.
- 2-answers to all their inquiries.
- 3-Receiving, canceling and refunding customer orders.
- 4-Communicate with customers.
- 5- Maintain a positive approach to customers and show professionalism in dealing with and solving their problems.
- 6- Respond promptly to customer inquiries.
- 7- Provide all the information that the customer needs.

From 1 January 2021 to 10 September 2021 :

- Worked as call center agent (Careem) Emirates cooperative society in Dubai.

From 1 October 2020 to 31 December 2020 :

Worked as call center agent (Noon) company in Dubai.

From 15 September 2019 to 30 June 2020 :

- Worked as A Religious Education and Holy Quran *Teacher* in American School of creative science L.L. in Dubai.

Personal Skills:

- Skills of dealing with the computer and its programs.
- Communication in English.
- The ability to deal with students according to individual differences.
- The ability to communicate information to all students of their ages.
- Teamwork and good supervision.
- Proficiency in the use of modern technology tools to serve the educational process.
- Focus on collaborative education with students
- MS Office Application.
- Internet & E-mail Applications.
- Dealing with computer with all Microsoft Versions.
- Super Speed in Typing (Arabic – English).

Declaration:

I do hereby declare that the facts furnished above are true to the best of my knowledge and belief.

I am thankful to you for reading this biography and for your time.