



PROFILE

- Self-motivated and independent
- Able to learn new tasks quickly
- Able to work under stress
- General knowledge
- Able to use a lot of programs in computer

CONTACT

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Location : Abo Dhabi Dhabl

HOBBIES

Reading
Volunteer work
Traveling
Art & Classic music
Job related activities

SKILLS & COURSE

- Microsoft Office (Word, Excel, Power Point) good
- Able to learn new things quickly and skill performance.
- Software, Windows Update, Updates, Movies, etc.
- fast typing , hard ware &

REDA NABIL NOAMAN KESHK

EDUCATION

Bachelor of Commerce Mansoura University
GRADE: (2019)

WORK EXPERIENCE

- Accountant in "BADR company for food" (EGYPT) (from 8/2019 to 3/2020)
- Accountant in "ALY Eldash Office for Accounting" (EGYPT) (from 5/2020 to 1/2021)
- Work in E R P System.
- WORK In quick Box.
- WORK In pech Tree.
- Vodafone Egypt :
Worked at Vodafone Egypt premium segment call center agent I go throw many fields related to customer service and communication services among them.
 - Corporate sales support
 - Escalation team handling escalated calls and acting as a supervisor
 - agent controlling the Daily service level and number of calls
 - Stands for net promoter score team it's a project to call the detractor customers and solve their problem which didn't solved with the front line team to make them more satisfied and converting them from detractor to a promoter and loyal customers to the company
 - Back office support handling case.
 - Quality assurance specialist loan
 - Sales and after sales ADSL
- Worked with Orange : high value call center agent.
 - Receiving calls from customers and answering

software

- faxing , scanning , photo copy , printing
- Have very good experience to supporting my team work and capable to offer a high level of secretarial support to my team members and managers.
- Negotiation , persuading , planning and writing reports
- Banking operations skills " bank simulation
- Training Programs and partnerships department "bushiness English " From the American University in Cairo.
- Employability skills track From the American University in Cairo.
- Has training program in comprehensive accountant preparation
- Training Financial analysis using computer .
- Training Cost Accountant via with Computer.
- Training Bookkeeping using Microsoft Excel & Access .
- Training Quick Box .
- Training Peach Tree.

for inquiries with support with scripts displayed.

- Determining requirements by dealing with customers and recognizing of what they aim.
 - Resolving problems by clarifying issues, alternative solutions and escalating unresolved problems.
 - Fulfills requests by clarifying desired information.
 - Sells additional services by recognizing opportunities and explaining new offers or new collections.
- ***Work cashier in foods Shop***
 - ***Data Entry in "FUTURE company"(from 1/2022 to 6/2022)***
 - *Review All Reports in company :The buying and selling process*
 - *Entering data for purchase and sales invoices*

I hope my qualifications and skills match your requirements, it is a great honor to be a member of your team work. Thanks