

# RAGHEB AHMED RAGHEB SALEH

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## Customer Service

**Address:** tarfa Street almushref Abu Dhabi UAE

**Tel:** 0544988721

**E-mail:** ahmadragheb2211@gmail.com

**Date of birth:** 22/01/1995

**Marital status:** Single.

**Nationality:** Egyptian.

**Military service :** exempt.

### OBJECTIVE

The aim is to take advantage of my proven experience and knowledge as a customer service officer to achieve customer satisfaction, solve the problems you face, answer queries, act as an effective element for you and contribute to the development of your customer service level.

### EXPERIENCE

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CUSTOMER SERVICE

10/2019 - till 10/2020

National Bank Of Egypt \_GIZA SMART VILLAGE ,  
CONTACT CENTER.

Responsibilities :

Achieve the highest satisfaction rate owed to the clients of the National Bank of Egypt through many banking solutions to the problems they face. Answers the inquiries and solving all customer banking problems.

- Reviewing tasks.
- Shadowing tasks.
- Assist floor tasks.
- Action maker tasks.

CALL CENTER AGENT.

3/2019 - till 10/2019

BANK MASR\_Industrial Zone Branch 6 october giza.

Responsibilities :

Answer all queries, problem solving, Listen to calls to judge their quality.

- Assist floor tasks.

### EDUCATION

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BA of mass Communication PR and advertising section Cairo UN,1/2019

Grade :pass

### TRAINING COURSES

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Arts and public relations skills from the Faculty of mass Communication Training Center,Cairo University,6.2016.



## SKILLS

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### Computer skills:

- Microsoft office. (excel ,powerpoint and word )
- bank's systems(CRM, Flexcube, ACI....)

### Personal skills

- Leadership.
- Very good presentation and communication skills.
- Quick to learn new skills.
- Adaptable.

## LANGUAGES

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- **Arabic** : Native language
  - **English**: Very good Reading and writing, good speaking
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