



# Hana Hicham



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Dubai, United Arab Emirates

## SKILLS

Communication skills

Project Management

Presentation skills

Microsoft office

Strong decision maker

## LANGUAGES

Arabic

Native or Bilingual Proficiency

English

Full Professional Proficiency

French

Full Professional Proficiency

## WORK EXPERIENCE

### Customer service representative

Vodafone UK

01/2017 - 09/2017

*Achievements/Tasks*

- Handling Technical calls and providing resolution.

### Trainee

ITIDA - Information Technology Industry Development Agency

03/2018 - 06/2018

*Achievements/Tasks*

- Telecommunication fundamentals.
- Mobility networks.
- Basics of networking.
- Communication and presentation skills.
- Call center and customer care.

### Front desk customer care bilingual ( French/English)

Bibliotheca Alexandria

07/2016 - 09/2016

### Customer service representative

UX centers

12/2019 - 04/2020

*Achievements/Tasks*

- Handling technical and billing calls.

### Supervisor(SME)

UX centers

04/2020 - 05/2021

*Achievements/Tasks*

- Coaching agents how to achieve their internal KPIs.
- Providing knowledge support by huddling teams and coaching the agents.

### Trainer

UX centers

05/2021 - 07/2021

## CERTIFICATES

DELF B2

Adobe Flash

## EDUCATION

### High School

Sainte Jeanne Antide (2015)

### Bachelor of Information and communication technology

Alexandria University

09/2015 - 06/2019