

Hossam Khaled Saleh

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Date of birth 1991-09-24

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A customer Care Representative with years of professional experience within a diverse range of industries (Banking, Telecommunication). With an unwavering commitment and outstanding level of dedication towards my profession with the ability to build productive relationships, resolve complex issues and win customer loyalty. Moreover, my flexibility & numerous transferable skills enable me to successfully progress remarkably within different aspects of business operations.

Experience

Feb.2020 – Jun 2020

Emirates Airline

Cabin Crew (Training)

- Stayed with the Company for 3 months. Unfortunately company terminated all the new employees due to Covid-19.

March 2019 – Feb. 2020

National Bank Of Egypt (NBE)

Banker B – Customer Service Representative

- Assist customers with routine account related requests such as: funds transfer, interest rates, fees and inquiries about ATM, debit card usage and limits, loans and credit cards
- Cross sell bank products and services such as: online banking services and ATM
- Review and explain account charges to customers and resolving product or service complaints
- Check on the status of customer accounts and track checks and payments
- Assisting customers with replacing lost or stolen credit and/or debit cards and address changes

May 2017- Feb. 2019

National Bank Of Egypt (NBE)

Banker B – Teller

- Processing customers cash transactions, such as deposits, withdrawals, remittances, check withdrawals and other payments.
- Handling foreign currencies Exchange transactions.
- Ensure that all Transactions aligned with latest policies and procedures, includes alignment with compliance and KYC standards set forth by the bank.
- Following all bank financial and security regulations and procedure.
- Cross-sells bank products by answering inquiries Offering.
- Offering and informing customers of new services and product promotions.

Sep. 2015-May 2017

Vodafone

Customer Service advisor

- Manage large amounts of incoming calls
- Identify and assess customers' needs to achieve satisfaction
- Provide accurate, valid and complete information to customers
- Resolve customer complaints via phone and email
- Cancelling or upgrading accounts
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution

Education

2009 - 2013

Bachelor of Commerce May 2013 Graduate – Modern Academy

- Major: Accounting
- Grade: Good

Skills

- Detailed & Applicable knowledge of Microsoft Office
- Strategic Conflict Resolution and Interpersonal skills
- Pro-efficient Written & Oral communication skills - Arabic & English
- Teamwork Skills & Attention to detail
- Time Management & Organizational Skills
- Responsiveness & Quick Thinking

Certification

- **General English Advanced Level**
Concept Training Center
- **Introduction to Financial Accounting**
Pennsylvania University, School of Wharton – Online