

# Alaa Ezzat

## Customer Service Agent



Birthday

Experience

02/05/1988

+7 Years

+971586622604

+971586622604

Alaaezzattigo@gmail.com

Abu Hail-Royal House Building-  
ElQiyada Metro Station

Married

Egyptian



Experience over 7 years in the field of customer service and Possess ability to multitask in a fast-paced call center environment and aptitude to effectively facilitate escalated customer issues.

Seeking a challenging position where my theoretical and practical experience could be developed and enhanced in a prestigious organization



### PROFESSIONAL EXPERIENCE

2018- 2022

#### Call Center Senior Agent

At Raya Contact Center



Working at Bank Misr for Raya contact center "Outsource"

Responsible for Handling Hard Calls and distributing information to team members and deciding how to approach tasks and develop a plan to accomplish them & determining the goals & Advising Team Leader on ordering where necessary - including identifying areas for new training or skill checks For new team members & including interacting with customers and answer their enquirers, and effectively handling customer complaints .

2016 - 2017

#### Call Center Agent

At Xceed Contact Center



Working at Telecom Egypt for Xceed contact center "Outsource"

Handle all incoming/outgoing calls of the call center. Provide follow up, occasional campaigns and call backs blended with normal inbound calls. Provide best possible service to both external and internal customers to achieve highest level of customer satisfaction, Handle and solve all inquiries requests and complaints received via all channels available.

2013 - 2015

#### Call Center Agent

At Xceed Contact Center



Working at TE-Data for Xceed contact center "Outsource"

Handle all incoming/outgoing calls of the call center. Provide follow up, occasional campaigns and call backs blended with normal inbound calls. Provide best possible service to both external and internal customers to achieve highest level of customer satisfaction, Handle and solve all inquiries requests and complaints received via all channels available.



## JOB SKILLS

M.S Office



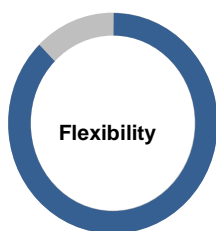
Presentation



Team Work



## PERSONAL SKILLS



Flexibility



Leadership



Patience



Understanding



Professionalism



## Achievement & Awards

Top Achiever for 6 Consecutive Months

Bank Misr

Professionalism and Achievement

Raya Contact Center



2009

ICDL "international Computer Driving License"

IBM – Egypt



## Education

Bachelor of Foreign Trade and Economic

Helwan University - Egypt



2010



## Language

English



Arabic

