

Name: Bassam Sayed Abd Elhamid

Date of birth: 1/4/1998

***Personal details:**

-**Address:** El Talbya Faisal , Giza

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-**Telephone number:** 01125497101

-**Military service:** Completed (December 2020).

***Objective:**

-Work in a group is one of my important goals because that helps the corporation to achieve its goal and makes a cooperation among the employees.

-Another thing I want to add it. I want to take an experience by working in this company and I want to succeed in an environment of growth and excellence to meet personal and organizational goals.

***Education and qualification:**

-Graduated from Faculty of Commerce, Cairo University (2019).

*Grade Average: very good.

-I've got ICDL certificate from the ministry of education.

-I've got HR certificate from Communication Academy Community (CAC) center for courses.

*Experience:

Customer care at EGS in Etisalat Egypt
(from October 2021 till Now).

- Answering about customers' inquiries.
- Providing a solutions for customers' complains.
- Follow up with the customers when they have a technical issue in the network to be sure that the problem had been solved.
- Take actions on the system to execute customers' requests.
- Fill some forms to give a feedback to the manager when some tools were gone out.

Customer service at Orange DSL in NAOS
Company for marketing
(from April 2021 till October 2021).

- Handling customers that they have any problems in ADSL service.
- Give answers about customers' inquiries.
- Revise the amount of customers' billing with them.
- Open tickets to another departments in Orange company as per customer' inquire or problem.
- Make a report to the operation in case facing any problems in our tools or when many of customers have the same problem to check if this problem is global or not.

Customer service at Vodafone in Wasla
outsourcing company
(From July 2017 to September 2017).

- I worked in a corporate account.
- Obtain information from clients by answering telephone calls.
- Maintain communication equipment by reporting problems.
- Follow up with clients to be sure that the problem had been solved.
- Multi tasking
- Establish policies by entering client information
- Measurement of performance by knowing feedback
- Solve administrative problems by analyzing information

***Skills:**

****Languages:***

-Arabic

Native (reading & writing and speaking)

-English

Very good (reading & writing and speaking)

****Computer skills:***

-Microsoft office

-Searching on the internet