



Elsayed Zaki Zaki El-bastawisy



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YOB: March .28.1998

Why Elsayed?

Currently looking for a full-time position in a reputable organization that offers a greater challenge, increased benefits for me and the opportunity to help the company advance efficiently and productively

Education

Institute Of Technology For Computers, Informations Systems And Language's
Geography Department.
Grade: **Very Good**.

Current Studying Program is

English Conversation

Arabic: Mother Tongue. **English:** good.

Work EXPERIENCE

general surveyor
Work on surveying devices

(scale _ total station _ GPS) Design on software

(AOTU CAD **2/3D** _ **SURFER** _ **SOKIA LINK** _ **Pro link CIVIL 3 D**)

- **Relevant Skills**

My duties are summed up in business. (hardware _ software _ network).

- **HR in Porto matroh 03/2022**

- Personal skills
- **ffective listening, communication skills, flexibility, problem-solving negotiation, credibility, persuasion, and work under pressure**

2- Technical skills mastering computer programs, Microsoft and SAP and dealing with HRIS

3- Skills Organizing time management, managing several projects at the same time, dividing work among team members It in 4you Company

- I started working in hardware maintenance department hardware department software

Customer Service Agent at Porto Sharm – Amer 04/2023 Till Now

Responsibilities

Responding to phone calls using appropriate methods ASAP

- Prepare units for delivery on schedule through the construction department
- Dealing with customer requests through the CRM program
- Resolve problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Following up customer requests with the concerned department
- Handing the owners of units without any notes
- Print the entry cards of the owner and his relatives
- Make a daily report of what was done daily to the manager
- Prepare detailed reports by collecting and analyzing customer information
- Audit and verify all revenue transactions, record them and prepare daily and monthly sales reports Audit all outlets reports and tally them with Fidelio for accuracy
- Audit the credit card transactions
- Perform month end closing and ensure that the trial balance agree with general ledger
- Prepares daily and monthly revenue reports for the management
- Prepare any report or work requested by the department manager

Staff duty roster and attends schedule

Courses

- ICDL
- Excel Accounting

Computer skills.

1. Excellent in all Microsoft Office (Word, Excel and Power Point).
2. Have ability to deal with various Accounting Software.
3. Have ability to deal with and solve computer problems.

Personal skiWritten and oral communication skills

- Exceptional organizational skills, Self-control
- Common sense for increasing productivity
- Strong awareness of business policies and atmosphere
- The ability to analyze problems and adopt and implement ideal solutions
- Commitment to work ethics, honesty and integrity
- Teamwork and respect for the chain of command
- Respect for instructions and listening with open hearts to constructive criticism
- Mathematical abilities and attention to detail
- Continuous learning and stimulating internal motivation
- Time, and resource management

Favorites

- Reading
- Personal Skills evolving

Other Info

- **Nationality:** Egypt
- **Gender:** Male
- **Marital Status:** Single
- **Military Status:** Complete

Last update 09/08/2024