

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**

1. **Technical skills mastering computer programs, Microsoft and SAP and dealing with HRIS**
2. **Skills Organizing time management, managing several projects at the same time, dividing work among team members It in 4you Campany**

* **I started working in hardware maintenance department hardware department software**

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

**Responsibilitie**

**Responding to phone calls using appropriate methods ASAP**

* **Prepare units for delivery on schedule through the construction** departmen
* **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 roaster 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**