

Hesham Elsayed

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Cairo, Egypt

10/08/1994



Summary

Hardworking focused on completing work quickly to consistently exceed targets. Reliable team member accustomed to taking on challenging tasks. Dedicated to business success. Serves customers effectively with attention to detail and hardworking approach. Seeks out opportunities to go beyond basics, improve processes, and increase customer satisfaction.

Education

Zagazig University

Bachelor of Law

June 2019

Experience

Call center representative

Banque - Misr

September 2023

- Answering Customers' incoming calls.
- Handling Customer's issues with efficiency.
- Worked on different systems (Sibel- Oasis - Power V3 - Fainical- Fawry DWP - Fawry - TMS - Vasco - BM Rewards -IPAN-INFO view).

Technical Support

Telecom Egypt

Feb 2023 - August 2023

- Answering Customers' incoming calls.
- Handling Customer's issues with efficiency and Properly.
- Providing customers and non-customers with the organization's services and product information.
- Following up on The Customer's Complaint when required.
- Worked on different systems (Bss - Matrix - Cst360 - Assia - Tts)

Marketer

small business on facebook

July 2018 - December 2020

- Designed and distributed marketing communications, including but not limited to website and social media.

Courses

- Google The Bits and Bytes of Computer Networking
- Google Technical Support Funndemental
- English Course, German Egyptian Academy - Upper B1

Skills

- | | |
|--|--------------------------|
| • Communication skills and active listening | • Hard worker |
| • Teamwork | • Emotional Stability |
| • Leadership | • Fast learning |
| • Working under pressure | • attention to detail. |
| • install and configure computer hardware operating systems and applications | • Problem Solving |
| | • Decision-making Skills |

Languages

Arabic

Native

English

UPPER B1