

Eslam Mustafa

Profile:

Customer Service Representative

Experienced Customer Service Representative with a strong background in providing support and addressing customer needs. Possess excellent communication skills and the ability to understand customer requirements and solve problems. Capable of handling phone calls, emails, and responding promptly and effectively. Familiar with company products and services, able to provide necessary information to customers in a clear and understandable manner. Patient and creative in dealing with complex issues. Enjoy working in a team and can thrive under pressure. Committed to achieving customer satisfaction and enhancing the company's reputation through exceptional customer service.



Work Experiences:

Customer Service Representative

Feb, 2016 **Dream Net for Business men Service** Alexandria, Egypt

Sep, 2022 & Feb, 2023
Jan, 2024

- Troubleshooting and Technical Support
- Responding to Customer Inquiries and Handling Complaints
- Answer phone calls and respond to emails, faxes, and other forms of correspondence.

- Organize and maintain files, both paper and electronic, ensuring that information is easily accessible and up-to-date.
- Handle confidential information and maintain discretion at all times.
- Proactively identify and resolve administrative issues, and continuously improve office procedures to increase efficiency.
- Collaborate with other administrative staff to ensure that the office runs smoothly.
- Document Controller.
- Perform other duties as assigned by management.
- **Holds an Experience Certificate from Dream Net.**

Worker's Supervisor

Oct, 2022 **Mashro'at Misr Company for Construction** Matrouh, Egypt

Jan, 2023

- Responsible for the project inventory work in EL-Hay EL-Latiny Subsidiary of Gama Construction Co.
- Calculating the bills of workers and giving them their expenses and their receipts.
- Review the accounts on the Excel file and send it to the company.
- Dealing with the technical office to follow up on changes to the project.

Courses and Training:

- **The Web Development Challenger** (Udacity) Oct, 2022
 - Create and style web components, Position and display website elements, Debug HTML and CSS code, build a responsive website layout Build a website using WordPress.
- **Professional Front-End Web Development** (Udacity) Nov, 2022
 - CSS & Website Layout, JavaScript and the DOM, Web APIs and Asynchronous Applications, Build Tools, Webpack, and Service Worker.
- **Advanced Full-Stack Web Development** (Udacity) Feb, 2023
 - SQL and Data Modeling for the Web, TS, Python, API Development and Documentation, Identity Access Management, Server Deployment and Containerization.
- **JavaScript Algorithms and Data Structures** (F. Code Camp) Feb, 2023
 - Developer Certification, representing approximately 300 hours of coursework.
- **Google IT Support (Five Courses).** (Coursera) Feb, 2024
 - Technical Support Fundamentals. (Jun, 2023)
 - The Bits and Bytes of Computer Networking. (Jul, 2023)
 - Operating Systems and You: Becoming a Power User. (Sep, 2023)
 - System Administration and IT Infrastructure Services. (Dec, 2024)
 - IT Security: Defense against the digital dark arts. (Feb, 2024)

Personal Information:

Full Name: Eslam Gaber Awad Youssef

Date of Birth: 10th Aug, 1997

Place of Birth: Alexandria, Egypt

Military Services: Final Exempted

Contact:

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GitHub: [Github.com/LeaDer-E](https://github.com/LeaDer-E)

Address: EL-Tabia, 2nd Montaza,
Alexandria, Egypt

Education:

Sep, 2017 – Sep, 2021

• **Bachelor of Management Information Systems.**

Abo Qir Higher Institutes.


Grade: Good

Language:

- **Arabic:** Mother Tongue
- **English:** Very Good

Personal Skills:

- Familiarity with administrative tasks and standard office.
- Excellent Using MS Office Packages.
- Time management and prioritization.
- Withstand extreme work pressure.
- Strong problem-solving abilities.
- Handle difficult customers.
- Communication skills.
- Computer literacy.
- Confidentiality.
- Adaptability.
- Automation Browser Testing.

You can download the soft file from:  located at the top right.

"After download, clicking on any course name will direct you to view the respective certificate."