

Mohamed Nabil Hussein

Contact Center Operation Agent

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CAREER OBJECTIVE

A customer service agent love his career aiming to maintain The high Quality of solving customer challenges with a good way of handling according to strong knowledge and experiences.

BANKING SKILLS

- Complain Handling (Escalated Complains).
- Customer Service.
- Handling Back office Tasks.
- Performance Metrics (Team Leadership, Customer Experience, Alternative Channels).
- Banking Products and how interest calculated (Retail Banks)

EXPERIENCE

APR 2021 – PRESENT

Contact center operation agent (CIB BANK), CIB Commercial international Bank
Assigning complaints for failed transactions, Answering Customer Bank inquiries
interacting with many systems like T24, SIBLE ORACLE CRM , Acting as shift
leader and making SL reports (hourly – shift) to be used in call center
forecasting.

AUG 2019 – FEB 2020

Back office (Uber CSR), Majorel outsourcing company
Using ticket system solving customer problems between driver and customer, app
problems, activate customer Uber accounts that's disabled.

JAN 2018 – JAN 2019

PHP developer, Ok Media Solutions
Developing software projects (PHP, JavaScript), participation in making APIs for mobile apps.

EDUCATION

Graduation year: **MAY 2019**

Bachelor in Business Administration, Cairo University GPA: fair

CERTIFICATES

Call Center Metrics & KPIS, almentor.com online course **Nov 2022**

Risk Management Principles (ISO31000), almentor.com online course **Jan 2023**

Consumer Retail Banking, Egyptian banking institute (EBI) **Feb 202**

COMPUTER SKILLS

Excel & word (Advanced) – PHP Web application development – E-wallets system – EDMS