

Qamar Sameh

6th Of October

01012869902 | qamarsameh333@gmail.com

EXPERIENCE

25jan20 - 26nov21

- **Assistant for doctor**

Ibrahem hassaan ent clinic

I Performed all patient assessments before the physician's visit, providing attentive and courteous care. Communicate closely with physicians patients and family members to ensure quality and continuity of care. Assessed patients after surgery and facilitated communication between patients, their families and doctor.

May2022 - Jun23

- **Medicare telesales agent**

Hang up solutions

Place phone calls to potential customers to tell them on services and products offered by the company

Read and interpret sales reports to determine the best strategy for marketing

Oct2023 - Mar2024

- **Customer services as call centre agent**

Concentrex

Handled customer inquiries and ensured service quality

22apr24 - -

- **Customer Service Agent**

Alorica

- Refund Department: Processed refund requests with accuracy.
- Back Office: Managed case resolutions and verified documents.
- Tier 2 Agent: Handled complex cases and trained on all account functions.

EDUCATION

2019

- **seventh district girls high school**

High school

Grad

2024

- **Helwan University Faculty of Law**

Grad

SKILLS

- Strong respect for deadlines and time management.
- Excellent teamwork and collaboration skills.
- Effective communication abilities.
- Confidence in handling responsibilities and decision-making.
- Ability to multitask and manage multiple priorities efficiently.