

Shorouk Hamed

Recruitment Specialist

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Hadaeyek Al Maadi, Cairo, Egypt, Egypt | 01061028389

Work Experience

Recruitment Specialist

Oct 2024 - Present

Teleperformance |

- Description - Source, screen, schedule, conduct interviews, and process all prospective candidates.
- Conduct screening interviews over the phone.
- Actively source candidates for open positions/roles using all possible recruitment methods - web portals, postings, social networks, databases, referrals, and contacts.

Freelance recruiter

Feb 2024 - Sep 2024

Talentrix |

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- Conduct screening interviews over the phone.
- Actively source candidates for open positions/roles using all possible recruitment methods - web portals, postings, social networks, databases, referrals, and contacts.

International account advisor

Feb 2024 - Sep 2024

VOIS |

- Description :
- Resolve product or service 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.
- Recommend potential products or services to management by collecting customer information and analyzing customer needs
- Contribute to team effort by accomplishing related results as needed
- Identify and assess customer's' needs to achieve satisfaction
- Build sustainable relationships of trust through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Work with customer service manager to ensure proper customer service is being delivered

Resolution Specialist

Vodafone |

Jan 2023 - Feb 2024

- Description :

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Secretary/receptionis

Jun 2016 - May 2021

Life Makers Foundation |

- Functional tasks : Reporting
- Withdrawing the association's checks
- Depositing the association's money
- Organizing meetings
- _ writing reports
- Dealing with accounting checks
- Keeping and organizing papers and documents related to activities related to # the association
- Register the donations, the names of the donors, and work their Checks

Call Center Agent

Apr 2020 - Jan 2021

Life makers charitable organization |

- Summary I've worked as a secretary at the LifeMakers Association since June 2016 Until May 2021 9 months as a call center in the same place 2 months as a customer service agent in Etisalat Global Services

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Education

Licenses & Certifications

SHRM (Hr Diploma)

Issued from 35-9-2024 till 6-10-2024

soft skills - _VOIS

Issued Mar 2023 - Expires Mar 2024

Skills

Soft Skills • Customer Retention • Multitasking • Administrative Assistance • Administration •

Memos

• Negotiation • Professional Communication • Active Listening • Data Analysis

Honors & Awards

skills

• Excellent communication & interpersonal & Negotiation skills - Stress tolerance and working under

pressure - Dynamic & high flyers - Good Team work skills

• Problem solving through productive thinking

• Building relationships

• Good organizer

• Dealing with difficult people

• Innovation in the work place