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# Hassan Khaled Hassan Hussein

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## OBJECTIVE

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To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

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## EXPERIENCE

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Jun/2017 - Oct/2017	<ul style="list-style-type: none"><li><b>ADSL Telesales agent</b> Acquire group ADSL Telesales agent for Vodafone</li></ul>
Jul/2018 - Oct/2018	<ul style="list-style-type: none"><li><b>Call center agent</b> Vodafone Egypt Customer service agent account #888</li></ul>
Dec/2020 - Dec/2021	<ul style="list-style-type: none"><li><b>Indoor sales agent</b> Etisalat Global Services (EGS) Express stores, Mini franchise, and Retail stores agent</li></ul>
Dec/2021 - Mar/2022	<ul style="list-style-type: none"><li><b>Call center agent (Captain Help)</b> Centro Global Solutions Call center agent for SWVL account captain help</li></ul>
Feb/2022 - May/2023	<ul style="list-style-type: none"><li><b>Call center agent (Amazon - SDS account)</b> Amazon Call center agent for Amazon SDS account handling couriers and recipients requests through calls, chats, and emails</li></ul>
May/2023 - May/2024	<ul style="list-style-type: none"><li><b>Complain Management Representative</b> CIB Investigating the customers complains/inquiries and solving there financial/technical/communication problems Handling customers' complaints and making sure of their satisfaction</li></ul>
Jun/2024 - Sep/2024	<ul style="list-style-type: none"><li><b>Logistics Account Manager</b> MaxAB Logistics Responsible for the dispatch of the delivery trucks and for managing the warehouses and the hubs of the company and being the connection point between the client and the vendors</li></ul>
Sep/2024 - Jun/2025	<ul style="list-style-type: none"><li><b>Customer Service Expert (AT&amp;T Billing - MSS)</b> Sutherland Helping customers understanding their bills and solving their technical issues, upselling postpaid voice and data lines, smart 5G+ routers, landlines, and fiber wired internet services, handling high priority escalations, and retaining customers from cancelation</li></ul>

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## EDUCATION

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2020	<ul style="list-style-type: none"><li><b>Modern Academy for Science and Technology</b> Bachelor degree in business administration Good</li></ul>
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## SKILLS

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- Excellent English language in all 4 Skills
- Excellent communication skills
- Microsoft Office good skills (Word=very good) (Excel=very good) (PowerPoint=good)
- Learning and developing my German language