

# **Shorouk Hamed**

Recruitment Specialist

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Hadaeyek Al Maadi, Cairo, 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 |*

- 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.

### **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 :

- 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.
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#### **Secretary/receptionis**

*Life Makers Foundation |*

Jun 2016 - May 2021

- 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**

*Life makers charitable organization |*

Apr 2020 - Jan 2021

- 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