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## Hassan Khaled Hassan Hussein

7 st 9 - Madinet al mowazfeen - Helwan  
01024774701 - 01122440476 | Hassankhaled13@outlook.com

### 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.

### EXPERIENCE

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| Jun/2017 - Oct/2017 | <ul style="list-style-type: none"><li>• <b>ADSL Telesales agent</b><br/>Acquire group<br/>ADSL Telesales agent for Vodafone</li></ul>   |
| Jul/2018 - Oct/2018 | <ul style="list-style-type: none"><li>• <b>Call center agent</b><br/>Vodafone Egypt<br/>Customer service agent account #888</li></ul>   |
| Dec/2020 - Dec/2021 | <ul style="list-style-type: none"><li>• <b>Indoor sales agent</b><br/>Etisalat Global Services (EGS)<br/>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><br/>Centro Global Solutions<br/>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><br/>Amazon<br/>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><br/>CIB<br/>Investigating the customers complains/inquiries and solving there financial/technical/communication problems<br/>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><br/>MaxAB Logistics<br/>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><br/>Sutherland<br/>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> |

### EDUCATION

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