

RANA HOSSAM

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Summary

I have strong communication and customer service skills. My experience in call centers and telesales has honed my ability to effectively handle customer inquiries and resolve issues.

Education

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|--|----------------|
| FGSSR - Faculty of Graduate Studies for Statistical Research, Cairo University | |
| Postgraduate Diploma in Computer Science | 2024 - Present |
| Faculty of Sociology, Cairo University | |
| Bachelor of Arts in Sociology | 2020 - 2024 |

Experience

| | |
|---|-------------------|
| J.M Style | |
| Facebook Page Moderator | 06/2023 - Present |
| <ul style="list-style-type: none">Responded to customer inquiries and managed online orders.Resolved customer issues and ensured smooth order processing. | |
| Telecom Egypt | |
| Sales | 06/2024 - 01/2025 |
| <ul style="list-style-type: none">Contacted potential customers to offer telecom services and products.Handled inquiries, resolved issues, and provided information on various services.Achieved sales targets and contributed to overall team performance. | |
| Arab Institute for Professional Studies | |
| Telesales | 01/2024 - 05/2024 |
| <ul style="list-style-type: none">Called potential clients to explain diploma programs.Persuaded clients to enroll in courses and handled objections. | |
| Galaxy Educational Center | |
| Call Center | 08/2022 - 01/2024 |
| <ul style="list-style-type: none">Contacted students and parents to provide information about courses.Handled incoming calls and assisted with inquiries. | |

Skills

Strong communication and customer service skills

Sales and persuasion techniques

Social media moderation and customer engagement

Problem-solving and conflict resolution

Good command of the English language

Languages

Arabic Native English Good