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| ***Mennatallah Saeed Zayed******291N ,Hadayek al ahram,Gate4(Mina), Giza, Egypt******Mobile: (002)01100001153******Mobile:(002)01100700061******E-mail: mathy9514@gmail.com******Date of Birth:*** ***November 08th, 1991*** |
| ***OBJECTIVE***Seeking a long term employment in a reputable business organization, in order to utilize and maximize my skills, work experience and education that can effectively contribute in meeting the organization goals. |
| ***WORK EXPERIENCE******Nov 2017 to Present:*** ***English-Arabic translator*** ***/ customer service representative freelancer at Upwork.**** Translating videos, books and documents from English to Arabic and vise versa.
* Transcribing English videos.
* Virtual assistant and Customer service rep.

***Jun 2015 to Oct 2017: customer service representative at HSBC bank Cairo, Egypt.**** Handling customer complaints and help them with their bank accounts/ cc/ loans and other bank's facilities.
* Certified from the training as banker knowledgeable.
* Studied E-learning and passed from it about fraud cases, integrity, loyalty, bank policies/regulations.
* Working with offshore accounts in middle east, 80% foreign customers. Sales is part of my job too, I achieved my targets in it.
* Ensure high level of quality and accuracy in the daily work and achieving individual Sales monthly target.
* Preparing reports about team's AHT and compliance.

***Jul 2013 to Oct 2013: telesales agent at Wasla outsourcing*.** * Identify customer needs and offer them what they need to make them satisfy with the network.
* Insuring high level of quality in daily basis.
* Offering the new products that can help the customer achieving their goals.

***May 2013 to Jun 2013: Human resources (intern) at advertising company.**** Dealing with resumes, recruitment and phone screening.
* Preparing applicant's sheets and their qualifications to make it easier to choose from this data base and put some of them on waiting list.
* Responsible for the jobs advertisements in websites or journals.

***Jan 2013 to Apr 2013 : Customer service representative at Wasla outsourcing.**** Handling customer issues and help them with the rate planes and internet ,trying to satisfy customer needs.
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***SKILLS***

**Language Skills:** Excellent command of written and spoken English and Arabic.

**Computer Skills:** In-depth knowledge of Microsoft Office and other Windows based programs used to analyze and present data.

**Personal Skills:**

 **•** Effective management of priorities.

**•** Strong communication, presentation and negotiation skills.

**•** Highly organized and able to work under pressure.

***Training and Courses.***

* Nov 2017 Understanding ILETS at british council An online course from british council, to learn more about ILETS and improve listening, reading and writing processes.
* Sep 2017 ILETS preparation at QueensIsland University (EDX) online course
* Aug 2017 My 21st century HR: Talent management at udemy
* Aug 2017 presentation skills at udemy
* Apr 2016 FATCA at HSBC
* Jan 2016 Anti money laundry (AML) at HSBC
* Jun 2015 communication and soft skills at HSBC
* Nov 2011 HR
* Oct 2011 ICDL

References

And further data will be furnished upon request.