|  |
| --- |
| ***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. |

***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.