



Wessam Adel Hussein

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CONTACT

wesamadola1@gmail.com

+(20)1002685612

SKILLS

English

Good Very Good Master

MS Word

Good Very Good Master

MS Excel

Good Very Good Master

Illustrator

Good Very Good Master

Photoshop

Good Very Good Master

HOBBIES



PROFILE

Resourceful individual with good deal of job experience; as I learned throughout my path lots of skills. Dealing with different types of people and being able to handle them by learning their different personalities and mentalities. Can and likes to work in a team; acted as a teamleader for quite some time at Raya Contact Center. Able to work under stress and give very good results efficiently.

EDUCATION

2013-2017

BACHELOR'S DEGREE IN LITERATURE

Graduated from Languages and Translation
Higher Institute - 6th of October City
With a Major in English Literature

JOB EXPERIENCE

June 2016
July 2016

Dive Inn Hotel

Worked as a receptionist for 1 month and then left to get back to college.

Jan 2019
July 2019

Raya Contact Center

Started at a high profile account "Collection" as they wanted people with very good English and good soft skills and then went up to "Retention" account giving me so much experience.

Sep 2019
Mar 2020

Careem Contact Center

Worked as a captain support agent. Developing my soft skills and problem solving skills.

Dec 2020

Etisalat Global Services

Working as Non Voice agent, very interesting role as you need to be full focus and I have the opportunity to solve issues with the tools provided. Enhanced my multi tasking ability as we work on double chats all the time

JOB EXPERIENCE

1 Sep 2021
31 Oct 2021

Etisalat Global Services

In addition to my full time role as a Non-Voice advisor, I was selected to assist with the training of 3 batches at the same time, and also was working on supporting each and everyone of them until they are certified to work on the floor on their own.

1 Sep 2022

4Level1 (Tutorillo)

Working as a part-time ESL teacher for kids and adults.

REFERENCES

Reham Reda

Account Manager at Raya Contact Center

(+20)1270121896

Mahmoud AbdelKarim El Garhy

Retention TeamLeader at Raya Contact Center

(+20)1224865125

Mohamed Abbas

Prestige Teamleader

Former Non-Voice Teamleader

(+20)1008873130

Osama Azzam

Non-Voice Teamleader

(+20)1120382611

TRANSLATION EXPERIENCE

Translation Projects

29 April 2021	EN>AR MTPE Project with Translation Gate (Proz.com)
19 June 2021	EN>AR MTPE Project with Midlocalize (Proz.com)
30 June 2021	EN>AR Website Translation for Hootie.com (Proz.com)
19 July 2021	EN>AR MTPE Project with Midlocalize (2,117 words)
12 Aug 2021	EN>AR MTPE Project with Midlocalize (2,474 words)
12 Aug 2021	Lynx HT Project with Midlocalize for Amazon (4,557 words)
21 May 2022	EN>AR MTPE Project with Midlocalize (3,095 words)
15 Sep 2022	EN>AR Translation Project with Flitto (20,000 words)
30 Jan 2023	EN>AR Alibaba website e-commerce Translation with ClearlyLocal (15,340 words)
15 Feb 2022	EN>AR Translation Project with Flitto (15,000 words)
7 May 2023	EN>AR MTPE & QC Projects with Flitto (15,000 words)

Subtitling Projects

- Saw Movies (personal project)
- TEDxReading ENG>AR subtitle
Is the house of history built on foundations of sand? | Graham Hancock