

Hesham Nader Abd El-Moneam



Contact



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Heliopolis - Cairo Egypt



Skills

- Good communication skills
- Adaptable and flexible to all Nationalities
- Ability to multitask
- Good general health and fitness
- Ability to work and engage in a team
- Ability to remain calm in emergencies



Language

- Arabic :Mother Tongue
- English : Fluent

Additional Information

- Male
- August 1998
- Egyptian
- Military status : Finished



Education

(2016 - 2020)

MODERN ACADEMY

Bachelor of computer science



Experience

(2019-2024)

CUSTOMER CARE AGENT

Nice one company

- Handling customer complaints and provide appropriate solutions within the time limits.
- Managing large amounts of phone calls inbound and outbound
- Handling customers through ticketing system
- follow up with customers inquiries till reaching customer satisfaction

(2018 - 2019)

USHER

careem - jumia

- Providing customers with new offers and sales
- Sell and giveaway vouchers during the entertainment events
- Answering questions from guests and giving information for any inquiries