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Career Objective:

Looking forward to take business responsibility, Enthusiasm, dedication, and good work ethic to accomplish business objectives and deadlines.

Identity:

- Nationality: Egyptian
- Date of birth: 19/9/1996
- Marital status: Single

Education:

Graduated from faculty of commerce.

- University: Tanta
- Major: Accounting
- Graduation year: 2018

Courses:

- Mar. 2019: English course at New Horizons Center.
- Feb. 2020: Human Resources preparation and IC3 course at Mansoura University.

Experience:

Feb. 2020 – Oct. 2020: Customer care representative at Teleperformance Egypt.

Responsibilities:

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Acknowledging and resolving customer complaints.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Providing feedback on the efficiency of the customer service process.
- Ensure customer satisfaction and provide professional customer support.

Oct. 2020 – Oct. 2021: Data & Business solutions advisor at Vodafone Egypt.

Responsibilities:

- Identifying hardware and software solutions.
- Troubleshooting technical issues.
- Resolving network issues.
- Speaking to customers to quickly get to the root of their problem.
- Providing timely and accurate customer feedback.
- Following up with clients to ensure the problem is resolved.

Nov. 2021 till now: Marketing & Sales coordinator at Insider Real Estate consultancy.

Responsibilities:

- Coordinate sales team by managing schedules, filling important documents and communicating relevant information.
- Ensure the adequacy of sales-related equipment or material.
- Respond to complaints from customers and give after-sales support when requested.
- Store and sort financial and non-financial data in electronic form and present reports.
- Handle the processing of all orders with accuracy and timeliness.
- Ensure adherence to laws and policies.

Personal skills:

- Able to work individually or within team.
- Ambitious, optimistic, co-operative and persistent.
- Excellent presentation, negotiation, leadership and planning skills.
- Organization, time management and problem-solving.

Language skills:

- Arabic: Native
- English: Excellent
- Germany: basic

Computer skills:

- Microsoft Word, Excel and power point.

Activities & Interests:

- Swimming, Reading, Watching movies and learning new languages.