



NADER HASSAN SADEK

PROFILE

Well organized, creative, experience of 5+ years in technical support. Significant negotiation experience. Track record of delivering unique and effective content. innovative and flexible. Problem solving attitude

PROFILE

- Date of birth: Oct, 29th, 1984.
- Marital status: Single.
- Military status: Exempted.

CONTACT

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SKILLS

- Cisco CCNA R&S
- CRM systems
- Communication Skills
- Social Media Management
- Various Software utilities
- English (B2)/Hebrew (Intern)
- Negotiation Skills
- Translation & Interpretation

WORK EXPERIENCE

Web Content Editor & Forum Administrator at MJ Arabia

January 2010 – August 2013

- Producing, editing and publishing new content
- Liaising with clients and in-house team members to decide on new posts
- Moderate Forums and several clients Profiles on related social media platforms

Customer Service Agent at DU (Consumer English Q)

June 2015 – August 2015

- Respond to foreign Customers inquires provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Log Customers Problem accurately and follow up with responsible teams offshore

Senior CCA and Team Delegation at DU (Enterprise English Q)

August 2015 – November 2015

- Manage CCAs business inquires and provide action plans and strategies to reach best performance

Back office Technician at DU (enterprise)

November 2015 – May 2016

- Handle customer complaints and respond to foreign Customers inquires provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Log Customers Problem accurately and follow up with responsible teams offshore
- Generate reports to the client administrators of shore to analyze and highlight recurring issues and suggest possible solutions

Online Digital Technical Support at WE (Online Chat & Social media)

May 2016 – August 2017

- Receive and Promptly Respond to Customer Queries via different online platforms

- Follow with appropriate teams to ensure that Customers problem as properly solved

Senior BO Technical escalation Manager at WE (DSL)

September 2017 – February 2021

- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents Logging and keeping records of customer/employee queries.
- Analyzing call logs so you can spot common trends and underlying problems.
- Updating self-help documents so customers/employees can try to fix problems themselves.

EDUCATION

"LICENTIATE IN HEBRAIC LITERATURE" , CAIRO UNIVERSITY, FACULTY OF ARTS - ORIENTAL LANGUAGES SECTION.

2003 – 2007

ACHIEVEMENTS

- *THE TOP PERFORMER THREE AND SIX CONSECUTIVE MONTHS SEVERAL TIMES.*
- *TITLED AS THE IDEAL EMPLOYEE MORE THAN ONCE.*