



# Osama Essam Mohamed Emam

## Customer services

I have experience in customer service field and telesales so I looking for an opportunity to employ and develop my skills and knowledge , especially if that opportunity with a reputable company.



ossamaessam97@gmail.com



0552700628



Sharjah

## SKILLS

Solving problems ability



Time management



- Patient and diplomatic when dealing with complaints



Ability to prioritize duties



Communication skills



Negotiation skills



## LANGUAGES

Arabic - Expert

English - Intermediate

## WORK EXPERIENCE

Customer service

Nasser Social Bank in Egypt

May, 2020 - September, 2021

- Handle clients .
- Advice clients with loans .
- Calculate the amount of loans they will take .
- Helping clients in applying for suitable loan that are in line with their pension or salary.
- Respond on all questions from different clients.
- Helping clients in opening account and receive their cards.

Telesales and customer Service

Makkah Real Estate Company

January, 2023 - August, 2023

- \* Contact potential or existing customers to inform them about a product or service using scripts.
- \* Answer questions about products or the company.
- \* Ask questions to understand customer requirements and close sales.
- \* Direct prospects to the field sales team when needed.
- \* Enter and update customer information in the database.
- \* Take and process orders in an accurate manner
- Handle grievances to preserve the company's reputation.
- \* Go the "extra mile" to meet sales quota and facilitate future sales.
- \* Keep records of calls and sales and note useful information.

## EDUCATION

Bachelor of Commerce, English Accounting Section

Tanta University

August, 2017 - July, 2021

## TRAINING & CERTIFICATIONS

Professional Financial Accountant Course

Icdl English certified documented by UNESCO (Word- Excel-Power Point-Access IT). - MKCL's International in Information Technology

## PERSONAL INFORMATION

Birthday : 06/20/1999  
Nationality : Egyptian  
Gender : Male  
Passport No : A33270590  
Expiration Date : 02/25/2030