

HANY ABDELHAMID IBRAHEM

Customer Service Representative

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SUMMARY

A dynamic and customer-focused professional with extensive experience in customer service, sales, advertisement, cashiering, and waiting tables. Adept at building strong customer relationships and providing exceptional service to ensure customer satisfaction. Proven track record of achieving sales targets and driving revenue growth. Possesses excellent communication and interpersonal skills, enabling effective collaboration with customers and team members. Skilled in multitasking, problem-solving, and adapting to fast-paced environments.

EXPERIENCE

- Customer Service Representative

Vodafone

2021 - 2023

Egypt
- Sales Representative of Insurance Policies
- BLOM Bank

2020 - 2021

Egypt
- Research Marketing

Kantar Group

2019 - 2020

Alexandria, Egypt
- Advertising Agent and Program Producer

Pause Production Company

2018 - 2019

Alexandria, Egypt
- Research Real

El-Kharashi Group

2017 - 2018

Alexandria, Egypt
- Advertising Agent and Program Producer

Kan Newspaper

2016 - 2017

Alexandria, Egypt
- Sales Representative

Audi Company

2015 - 2016

Alexandria, Egypt
- Team leader and Call Center

Horus Company

2014 - 2015

Alexandria, Egypt
- Cashier

fatmahan markets

2013 - 2014

Egypt
- Waiter

Paradise Hotel

2012 - 2013

Egypt
- Chef Assistant

Majesty Pizza and Pies

2011 - 2012

Egypt
- Chef of Sandwiches

KFC

2010 - 2011

Egypt

EDUCATION

- Bachelor of Arts

Faculty of Arts, Alexandria University

Studied Liberal Arts in general

TRAINING / COURSES

- Microsoft Office Course
- Photoshop Course Adobe
- Premier Course English
- Language Course

SKILLS

- Career Skills
- Customer Relationship Management

Complaint Handling

Order Taking and Processing

Food and Beverage Service

Product Demonstrations

Sales Strategies

Data Entry and Record-keeping

Cash Handling

Relationship Building

Soft Skills

- Multitasking

Effective Communication

Time management

Problem solving

Negotiation skills

Analytical thinking

Collaboration and teamwork

Adaptability and flexibility

Leadership and management

Computer Skills

- MS Windows

MS Office

Internet

LANGUAGES

- Arabic

Native

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- English

Advanced

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Customer Service Representative:

- Handling customer inquiries, complaints, and requests via phone, email, or in-person.
- Providing accurate and helpful information about products, services, and company policies.
- Assisting customers in placing orders, processing returns, and resolving billing issues.
- Maintaining customer records and updating relevant information in the database.
- Escalating complex or unresolved issues to appropriate departments or supervisors.
- Following up with customers to ensure their satisfaction and resolve any outstanding concerns.

Sales Representative:

- Identifying and prospecting potential customers or clients through various channels.
- Conducting sales presentations and product demonstrations to showcase the features and benefits of products or services.
- Building and maintaining relationships with existing customers to ensure customer loyalty and repeat business.
- Negotiating and closing sales deals, including pricing, terms, and contract agreements.
- Developing and implementing sales strategies to achieve sales targets and maximize revenue.

Advertising Agent and Program Producer:

- Conducting market research to identify target audiences, market trends, and competitor analysis.
- Developing advertising strategies and campaigns to promote products, services, or brands.
- Collaborating with clients to understand their advertising needs and objectives.
- Creating and presenting advertising proposals, including creative concepts, media plans, and budget estimates.
- Conceptualizing, developing, and planning program ideas and concepts for television, radio, or online platforms.
- Conducting research to gather resources for program content.

Cashier:

- Greeting customers and providing friendly and efficient service. Operating cash registers, scanners, and other electronic equipment to process customer transactions.
- Handling cash, credit card, and electronic payment transactions accurately and securely.
- Counting and verifying cash drawer at the beginning and end of shifts to ensure correct balance.
- Scanning and bagging items purchased by customers.

Waiter:

- Greeting and welcoming customers, and escorting them to their tables. Presenting menus, providing recommendations, and answering customer inquiries about food and beverage options.
- Taking customer orders accurately and efficiently, ensuring special requests and dietary restrictions are noted.
- Communicating orders to the kitchen staff and ensuring timely delivery of food and beverages.
- Serving food and beverages to customers, ensuring accuracy and presentation.

Chef:

- Planning and developing menus, taking into consideration customer preferences, seasonal ingredients, and dietary requirements.
- Managing kitchen operations, including food preparation, cooking, and plating.
- Ensuring food quality, taste, and presentation meet high standards. Supervising and training kitchen staff, assigning tasks, and monitoring performance.

Journalist Intern[Public Opinion Newspaper](#)**Intern**[TNS Market](#)**Photographer Intern**[Studio Full Frame](#)