

Hazem Saeed kamal

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Al Regga, Deira, Dubai

OPERATIONS MANAGER

I graduated from the College of Commerce and excel in communication, customer understanding, problem-solving, and handling numerical data and accounts with utmost proficiency.

KEY COMPETENCIES

P&L Management
Strategic planning
Client relationships

Financial reporting
Negotiations
Business development

Team leadership
Communication
Operations management

PROFESSIONAL EXPERIENCE

Egypt Life Insurance Company
Bank Insurance Issuance

May 2022 - Present

Accomplishments:

1. Exceptional Client Service: I've consistently provided excellent customer service, ensuring client satisfaction by addressing inquiries, resolving issues promptly, and offering comprehensive insurance solutions tailored to their needs.
2. Policy Sales and Retention: Achieved commendable success in selling insurance policies and maintaining a high rate of policy renewals through effective communication, persuasion, and building strong client relationships.
3. Risk Assessment Expertise: Demonstrated proficiency in risk assessment by accurately evaluating clients' needs, analyzing risks, and recommending appropriate insurance coverage, ensuring adequate protection for their assets and well-being.

Vodafone Egypt
Sales and customer service

Oct 2019 - Apr 2022

Accomplishments:

1. Winning the Vodafone monthly offers achievement competition: Demonstrating your ability to consistently achieve set targets and excel in internal competitions.
 2. Promotion from Customer Service Representative to Technical Support Agent and then to Team Leader for Customer Service: Showcasing your progression within the company, highlighting your growth and leadership capabilities within different roles.
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EDUCATION

Helwan university
Bachelor of commerce.

2017-2021

CERTIFICATE

Human development and marketing in Cairo university
English course from English capsules

2018
2022