



Basel Hossam Talaat

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Educational Qualification:

(Sep 2015 – May 2019)

Bachelor's Degree in Arts, Major in Libraries Archiving and Information Technology,

Graduated from Cairo University.

Grade: **Good**

Work history:

(Jan 2023 – Oct 2024)

Call Center Team Leader at Banque Misr

Responsibilities:

- Supervises activities and performance of The Team Members Advisors.
- Facilitate interactions between the internal team and the hosted platforms for the overall success of the organization.
- Mentor team members, identify lapses, and conduct training on the job to equip staff with knowledge of developing trends to build a highly skilled department.
- Monitors transactions to ensure that QA standards are met.
- Coordinates, as needed with all supporting functions to eliminate any problems affecting the operations.
- Monitors incoming call queue (Real Time Display) and performance metrics to optimize efficiency and maintain even distribution.

(Jun 2022 – Dec 2022)

Call Center Representative at Banque Misr

Responsibilities:

- Responding to customer queries and complaints efficiently and professionally.
- Knowing well the bank products and services provided by the bank.
- Having a strong ability to multitask.
- Supporting a team of newcomers in the queue.
- Ensure customer satisfaction by providing help and support and able to remain calm and polite when answer with unsatisfied clients.
- Familiarity with CRM systems and practices.

(Aug 2021 – May 2022)

Cashier at Kheir Zaman Supermarket

Responsibilities:

- Operated the cash register and processed customer transactions accurately and efficiently.
- Provided excellent customer service, handling inquiries and resolving any issues.
- Managed cash, credit, and debit transactions with attention to detail.
- Handled returns, exchanges, and refunds following company policies.
- Monitored and balanced cash drawer to ensure accuracy at the start and end of each shift.

(Mar 2018 – Feb 2019)

Call center Representative at Raya CX

Responsibilities:

- Manage large amounts of inbound and outbound calls in a timely manner.
- Follow communication “scripts” when handling different topics.
- Seize opportunities to upsell products as when as possible.
- Staying up to date regarding a company’s products, services, and policies by attending meetings and training sessions.

(May 2017 – Feb 2018)

Sales Agent at Coca-Cola

Responsibilities:

- Contacting existing and new customers to explain the advantages of buying our company’s products.
- Resolving customer complaints and communicating with customers before and after a sale.
- Attending company conferences to understand industry trends and how to improve company sales averages.

Technical and Soft skills:

Technical skills:

- Proficient in using Microsoft Office programs (word, PowerPoint, excel, outlook).
- Excellent in using WordPress in designing a website.
- Good using Photoshop and editing programs.
- Analyze the monthly performance of the team.

Soft skills:

- Exceptional customer service and customer care skills.
- Dealing with diverse cultures and nationalities of customers.
- Ability to exhibit leadership, train, motivate, and manage others
- Strong analytical and problem-solving skills to correctly identify issues and determine the most effective solutions.
- Good use for Emotional Intelligence when communicating with others.

Courses and Self-study

- I am certified in a soft skills course at VOIS.
- I attended and was certified in an emotional intelligence workshop at GO SOLUTIONS "Training & Consultancy".
- I attended and was certified in a call center management and measurement workshop at GO SOLUTIONS "Training & Consultancy".
- I Attended and was Certified in a Leadership & Coaching Skills Workshop at GO SOLUTIONS "Training & Consultancy".

Languages:

Arabic: Native Speaker.

English: B.1. (Conversational).

Activities:

- (Feb 2022)
Participated in the preparation and equipping of preparing and equipping at the 53rd Cairo International Book Fair.
- (Jun 2021)
Participated in the preparation and equipping of the Egyptian Armed Forces pavilion at the 52nd Cairo International Book Fair.
- (Nov 2022)
Attended a Team Building Event at Banque Misr.

References are available upon request.