



EMAD NAGEH MARIE

(CUSTOMER SERVICE REPRESENTATIVE –
RECEPTIONIST -CUSTOMER SERVICE)

PERSONAL DATA

- ✚ Address: Dubai - UAE
- ✚ Mobile : 00971564738871
- ✚ WhatsApp : 00971564738871
- ✚ Email: amad.nageh.cso@gmail.com
- ✚ **LinkedIn Profile :**
- ✚ <http://linkedin.com/in/emad-nageh-m-66898628b>
- ✚ **Birth Date :** 27/06/1992
- ✚ **Marital Status :** Single
- ✚ **Military Status :** Completed
- ✚ **Nationality :** Egyptian
- ✚ **Passport :** A20353207
- ✚ **Status :** Ready to join immediately

PROFESSIONAL SUMMARY

Motivated Professional possessing a strong commitment to quality customer coupled with superb communication skills. Builds customer loyalty by effectively resolving problems and quickly processing transactions,

My Title Experience : Customer service office - Receptionist - Customer Service (Call Center- Data Entry)

EDUCATION

- ✚ Bachelor of Art Department of Philosophy • 2013 Minia University
- ✚ Educational Diploma from OCT 2015 to JUN 2016

WORK EXPERIENCES

(Movie Theatre)- Novo Cinemas April 2019 to Present **Responsibilities: Customer Service Representative**

- ✚ Providing customer service by Greets and assist customers with smile and their orders
- ✚ Handle the cash register
- ✚ Use POS system for inventory and cashier responsibility
- ✚ Exceeded monthly sales goal.
- ✚ Focus on suggestive selling and increasing sales revenue
- ✚ Count and record number of tickets collected
- ✚ Answered Phone calls by addressing customer inquiries, solving problem and providing New promotion Information

RAMSES PALACE HOTEL IN CAIRO MAR 2017 TO JAN 2018

Responsibilities: Receptionist

- ✚ Responded to all queries in timely manner. Ensuring a positive resolution.
- ✚ Completed guest check in and check out procedures.
- ✚ Processed cash and card payments in accordance with the hotel credit policy.
- ✚ completed monthly administrative audits with support from the office manager.
- ✚ maintained a detailed knowledge of hotel room categories , room rates , packages, and promotions.

COMPUTER SKILLS

- ✚ Proficient in using computers and other office equipment
- ✚ ICDL Certificate
- ✚ Typing English/Arabic quickly 10-key Data Entry

LANGUAGE

- ✚ **ARABIC** : Mother Tongue
- ✚ **ENGLISH** : Very Good Reading, Writing and Speaking

PERSONAL SKILLS

- ✚ Customer Service Management
- ✚ Guest Handling & Problem solving
- ✚ Team Work & Leadership
- ✚ Information Management software
- ✚ Handling pressure and tolerating stress
- ✚ Prioritizing , Cash Handling expertise
- ✚ Excellent time management skills
- ✚ Administrative Skills , Data Entry

ETISAL International

Sept 2016 TO Mar 2017

Responsibilities: Customer service (Call Center - Data Entry)

- ✚ Handling customer's complaints and inquiries and providing solutions to their problems
- ✚ Coordinating with other departments to solve customers' complaints.
- ✚ Meeting targets to be achieved
- ✚ Creating and closing business opportunities;
- ✚ Ensuring customer service satisfaction and good client relationships.
- ✚ Active new line of Etisalat sam cards

REFERENCES

Will be furnished on request