

## **General Information:**

**Name: Fady Mounir Sobhy Aziz.**

**Adress :3 Yones Hamam st. Hadayek El-KobbaCairo, Egypt .**

**Date of Birth: 1st of April, 1992.**

**Martial status: Single.**

**Military Service: Exempted.**



## **Objective :**

**I am looking for a challenging career opportunity in the field of a human resources that utilize my previous work experience, academic back ground and my skills.**

## **Education:**

**-Faculty of Arts Department of Sociology.**

**-Grade: good.**

**-Graduation year: 2014.**

## **Experience:**

**I'm working in wadi degla clubs company in public relation position from august 2018 till now .**

**-I am worked at orange company as acustomer service representative from 15-8-2017 till 30 of April 2018.**

## **Experience from orange:**

**-How to communicate with customer and negotiate with them.**

**-Handle and resolve customer complain.**

**- communicate and coordinate with internal departments.**

**-Record detail of inquiries, comments and complaints**

**-Record details of actions taken.**

**-obtain and evaluate all relevant information to handle inquiries and complaints.**

## **Diplomas :**

**-Diploma in human resources from EGY CHAM with DR .AHMED ELSAYED ( professional track ) 35 credit hours august 2020.**

**-Diploma in human resources from EGY CHAM WITH DR AHMED ELSAYED (advanced track ) .**

## **Training and courses :**

**-Marketing course .**

**-sales course .**

**- customer service .**

**- Project Management.**

**- English course**

**- Icdl course .**

## **Skills :**

### **Computer skills :**

**-MS office : very good**

## **Languages:**

**-Arabic:Native Language.**

**-English:Good in written and spoken English.**

## **Personal Skills:**

**-Hard worker**

**-Good time management and organizational skills.**

**-I am dependable person who is great at time management.**

**-I am always energetic and eager to learn new skills.**

## **Reference :**

**References upon request .**



