

SAMAA KARAM ABO EL-ELA ALI

Address: Haram- Taawan - Giza



OBJECTIVE

- Desire an entry-level human resources position to perform various organizational and human resources tasks where my skills could be fully utilized, and work independently and within a team environment in a fast-paced organization



EDUCATION

Bachelor of Arts, Cairo university | History department

2017 – 2021



EXPERIENCE

Customer service representative | Xceed careers – Smart village

Sep 2021 – Present

- Handling customer inbound and outbound calls.
- Handling Customer complains.
- Data analysis, data entry, problem solving and handling all customer request.
- follow up with customer to confirm that their problems are solved.
- Ensure customer satisfaction and provide professional customer support.
- Maintaining a positive, empathetic, and professional attitude toward customers always.



SKILLS

- Complaint resolution
- Receiving support
- Team prayer
- Active listening
- Very good at Microsoft office
- Service standard compliance
- Communication skills
- CRM - Oracle –Web
- Adaptability



COURSES AND CERTIFICATION

Human resources management Diploma at Egycham ,35 hours accredited by Ain-Shams University and HRCI , May 2022

Grade (Excellent)

- Planning
- Recruitment process
- Selection process
- Training and development

- Job analysis, job description
- Compensation & Benefits
- Job evaluation
- Labor law

Soft skills training, Jul 2021

Microsoft skills training, Jul 2021

English course at English capsules, Nov 2020

Human resources workshop, March 2020



LANGUAGES

- Arabic: Mother tongue
- English: very good