

Hadir Tarek

Sharjah , UAE

Mobile: +971 505912779 Email: hadirrr35@gmail.com



2 years career experience in Customer service.

Key Management Skills

- Planning & Organizing
- Admin & Office support
- Accurate and Detail Oriented
- Good interpersonal Skills
- IT Skills
- Problem Solving and Crisis Management
- Cross-Cultural work Environment
- Team Building & Leadership
- Customer Service Management

Career Progression

ORANGE TELECOMMUNICATION COMPANY

Customer Service

Sept 2016 till July 2018

Egypt

Job responsibilities:

- Working on Orange international online system
- Handle customer's problems and solving it.
- Provide troubleshooting and technical assistance to customers.
- Coordinate with customers to resolve any billing inquiries.
- Act as the first point of contact for customers seeking help with products or technical issues.
- Achieving the daily & monthly targets
- Attending the meetings with the branch manager to maintain the branch Sales graph
- Making contracts for the new clients and activation on system

Training Programs

- **Diploma in teaching methodology** (conferred by Notting hill college)
- **Translation course French/Arabic** (conferred by Alexandria university)
- **English conversation** (conferred by Egyptian American center)
- **DFP Affaires B2** : French business language (conferred by Alexandria university)
- **Les Mots D'OR de la francophone** (conferred by Senghor University)

Academic Achievements

1998 TO 2012

HIGH SCHOOL, SAINT VIENCENT DE PAUL

2012 TO 2016

BACHELOR OF ARTS FRENCH DEPARTMENT: LITERATURE & TRANSLATION, ALEXANDRIA UNIVERSITY

Technical Skills

Proficient in the use of: MS-Office (Word/Excel/PowerPoint / Access), fluent knowledge of internet & its utilities, Basic concepts of information technology (IT).

Personal Details

Nationality: Egyptian **Gender:** Female

Date of Birth: 26 September, 1994 **Visa Status:** Husband Visa **Languages:** French / English / Arabic

Birth Place: Egypt **Marital Status:** Married