

# Ibrahim Samir

Menouf Farag Mousa Hamam St, Menoufia  
Marital Status: Single

Nationality: Egyptian



## Education

Bachelor of Arts (B.A)  
Menoufia University, Faculty of Arts ,Department of English,  
2002.Good

## Personal Skills

- Verbal Communication, Writing Skills
- Office Experience - General, Reporting Skills
- Excellent interpersonal & presentation skills
- Highly self-motivated, ambitious
- Well organize

## Work Experience

**2012 - 2014**

### **Customer Service Representative**

- Listen and respond to customers' needs and concerns
- Provide information about products and services
- selling the company's products and services
- Handle returns or complaints, attempt to solve customer complaints and propose some solutions
- Record details of customer contacts and actions taken
- Refer customers to supervisors, managers, or others who can help
- make sure the customer is satisfied when he hangs up the phone
- working hard meet and exceed customer's services expectations

**2009-2011**

### **Sales Representative**

- Sales Representative, Ibrahim Hamouda for Cloth and Materials, Menoufia, 2009-2011**
- Selling cloth, to be used for men's clothing, to customers
  - Communicating with different types of customers to answer questions and meet their needs
  - Ensuring quality customer service

**May 2011**

*Elkharafi Scholarship for Communication Skills Course*

Focus on: communication, presentation, customer service, and writing skills September 2007

Focus of the course on reading, writing, and listening

## Skills:

**Language:** native Arabic speaker, highly proficient in spoken and written English

**Computer:** proficient in windows, Microsoft Office, ICDL certificate 08/2007, trained in ICT and Technical Support

## References

References are available upon request.

