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manar hosney

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| Objective |  | Recently graduated from mass communication department, faculty of arts with long experience in organizing major events during my college time. After graduation I shift my career to sales where I found my way to achieve one of my goals to get experience in customer service and business awareness. I am looking for new challenge in a respectable origination where I can be an added value by implementing what I learn previously to achieve company goals and enhance my experience in new fields.  |
| Work History |  | **Sales Stylist JEN 2020 UP TO DATE** **LEVI’S ADM , UAE** * Helping our customer by showing all our products and which more suitable for him or her
* Daily and weekly financial reports
* Receiving the products from warehouse and putting the correct

**Customer service for online games store " the puzzle city” 2019.** * Post information about our products, responding all customer inquiries.

  **Call center agent –NEW HORIZON educational center 2016-2018*** Redirect calls, mails to the concern department.
* Register complains on the system to get the concern department to contact the customer.
* Explain to existing visitors or prospect clients center courses offers.

 **Call center agent at HARVEST – Educational center 2015- 2016** * Redirect calls, mails to the concern department.
* Register complains on the system to get the concern department to contact the customer.
* Explain to existing visitors or prospect clients center courses offers.

 **Receptionist at KMG- fitness center** * Answer telephone calls and take a messages.
* Schedule and confirm appointments.
* Handle incoming and out coming mails.
* Providing support to existing customers.

 **Receptionist at AL-RYADA HOSPITAL** * Answer telephone calls and take a messages.
* Schedule and confirm appointments.

 **Telesales and Receptionist at EGYPTION COMPANY FOR ELECTERICAL DEVICES.*** Schedule and confirm appointments.
* Providing support to existing customers.
* Handle incoming and out coming mails.
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| Trianing |  | AMI,” mark media project “Feb –may 2016.CDCE, leadership camp, July – sep 2018.FOS, ICDL course (word – PowerPoint- oracle-x-store). |
| Education |  | **Bachelor of** Mass communication department, faculty of arts, pr and advertising sector. CGPA : 2.9  |
| Certificates |  | UNHCR certificate in recognition for contribution as member of media & marketing committee.BIBLIOTHECA ALEXANDRINA in recognition for contribution as pr member during the cultural program of the Alexandria international book fair. |
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| Personal INFORMATION  |  | Marital Status: SINGLEDate of birth: 8 JUNE 1997Nationality: Egyptian |