

## MOHAMED SAEED HASANIEEN

- **(** +971547563169
- **Q** United Arab Emirates

<ul> <li>PERSONAL DETAILS</li> <li>PERSONAL DETAILS</li> <li>Welcome and greet guests.</li> <li>Answer and direct incoming calls.</li> <li>Inform guests of hotel rates and services.</li> <li>Inform guests of notel rates and services.</li> <li>Make and confirm reservations for guest.</li> <li>SKILLS</li> <li>Concentration details.</li> <li>Problem-solving.</li> <li>Honesty &amp; convincing Ability.</li> <li>Team player.</li> <li>Positive attitude.</li> <li>Well organized and time management.</li> <li>Hard Worker.</li> <li>Meeting deadlines.</li> <li>Microsoft Office.</li> <li>Multicultural.</li> <li>Time Management.</li> <li>Sales and marketing</li> <li>Sales and marketing</li> </ul>	<b>*</b>	OBJECTIVE		EXPERIENCE	
<ul> <li>PERSONAL DETAILS</li> <li>Answer and direct incoming calls.</li> <li>Inform guests of hotel rates and services.</li> <li>Mainality : Egyptian</li> <li>SKILLS</li> <li>Concentration details.</li> <li>Problem-solving.</li> <li>Honesty &amp; convincing Ability.</li> <li>Team player.</li> <li>Positive attitude:</li> <li>Hard Worker.</li> <li>Hard Worker.</li> <li>Meeting deadlines.</li> <li>Microsoft Office.</li> <li>Muticultural.</li> <li>Time Management.</li> <li>Muticultural.</li> <li>Time Management.</li> <li>LANGUAGE</li> <li>Arabic mother tongue</li> <li>Arabic mother tongue</li> </ul>	• I seek challenging opportunities Customer service where I can fully use my skills for the success of the organization.		2017 - 2018	Reciptionst <ul> <li>Welcome and greet</li> </ul>	
Date of Birth : 17/1/1996• Inform guests of hotel rates and services.Marital Status : Single• Make and confirm reservations for guest.Nationality : Egyptian• Make and confirm reservations for guest.Image: Concentration details.2019 - 2021• Problem-solving.• Dealing with Customers handling Sales and Technical problems.• Honesty & convincing Ability.• Proven customers support experience• Positive attitude.• Well organized and time management.• Hard Worker.• Customer orientation and ability 		PERSONAL DETAILS			
<ul> <li>SKILLS</li> <li>Concentration details.</li> <li>Problem-solving.</li> <li>Honesty &amp; convincing Ability.</li> <li>Team player.</li> <li>Positive attitude.</li> <li>Well organized and time management.</li> <li>Hard Worker.</li> <li>Meeting deadlines.</li> <li>Microsoft Office.</li> <li>Multicultural.</li> <li>Time Management.</li> <li>Sales and marketing</li> <li>LANGUAGE</li> <li>Arabic mother tongue</li> <li>2019 - 2021</li> <li>Telecome Egypt Customer service representative Sales &amp; Technical Support</li> <li>Dealing with Customers handling Sales and Technical problems.</li> <li>Proven customer support experience</li> <li>Strong phone contact handling skills and active listening.</li> <li>Customer orientation and abil to adapt/respond to different cultures and types of characters</li> <li>I got training .</li> <li>Tas-HEEL Reciptionst el got training .</li> <li>2021 - 2021</li> <li>TAS-HEEL Reciptionst el got training .</li> </ul>	Marital Status :	Single		<ul> <li>Inform guests of hotel rates and services.</li> <li>Make and confirm</li> </ul>	
<ul> <li>Concentration details.</li> <li>Problem-solving.</li> <li>Honesty &amp; convincing Ability.</li> <li>Team player.</li> <li>Positive attitude.</li> <li>Well organized and time management.</li> <li>Hard Worker.</li> <li>Meeting deadlines.</li> <li>Microsoft Office.</li> <li>Multicultural.</li> <li>Time Management.</li> <li>Sales &amp; Technical Support         <ul> <li>EDUCATION</li> <li>Sales and marketing</li> </ul> </li> <li>LANGUAGE         <ul> <li>Arabic mother tongue</li> </ul> </li> <li>Sales &amp; Technical Support         <ul> <li>Dealing with Customers             <ul> <li>Arabic mother tongue</li> </ul> </li> </ul></li></ul>		SKILLS	2019 - 2021	2019 - 2021 <b>Telecome Egypt</b>	
<ul> <li>Sales and marketing</li> <li>LANGUAGE</li> <li>Arabic mother tongue</li> <li>EDUCATION</li> <li>EDUCATION</li> <li>EDUCATION</li> <li>Assyuit University</li> <li>Faculty of Arts department documents libraries and information</li> </ul>	<ul> <li>Problem-solving.</li> <li>Honesty &amp; convincing Ability.</li> <li>Team player.</li> <li>Positive attitude.</li> <li>Well organized and time management.</li> <li>Hard Worker.</li> <li>Meeting deadlines.</li> <li>Microsoft Office.</li> </ul>		2021 - 2021	<ul> <li>Sales &amp; Technical Support</li> <li>Dealing with Customers handling Sales and Technical problems.</li> <li>Proven customer support experience</li> <li>Strong phone contact handling skills and active listening.</li> <li>Customer orientation and abilit to adapt/respond to different cultures and types of characters.</li> <li>TAS-HEEL Reciptionst</li> </ul>	
Arabic mother tongue     Arabic mother tongue			\$	EDUCATION	
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	Arabic mothe	er tongue		documents libraries and information	

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## **CERTIFICATIONS & COURSES:**

- The Internet Core Competency Certification (IC3)
- Internet & Computing Core Certification (IC5)
- English Course