



**MOHAMED
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United Arab Emirates



OBJECTIVE

- I seek challenging opportunities Customer service where I can fully use my skills for the success of the organization.



PERSONAL DETAILS

Date of Birth : 17/1/1996

Marital Status : Single

Nationality : Egyptian



SKILLS

- Concentration details.
- Problem-solving.
- Honesty & convincing Ability.
- Team player.
- Positive attitude.
- Well organized and time management.
- Hard Worker.
- Meeting deadlines.
- Microsoft Office.
- Multicultural.
- Time Management.
- Sales and marketing



LANGUAGE

- Arabic mother tongue
- English Good command of speaking and writing



EXPERIENCE

2017 - 2018

Alaa Eddin Hotel

Receptionst

- Welcome and greet guests.
- Answer and direct incoming calls.
- Inform guests of hotel rates and services.
- Make and confirm reservations for guest.

2019 - 2021

Telecome Egypt

Customer service representative
Sales & Technical Support

- Dealing with Customers handling Sales and Technical problems.
- Proven customer support experience..
- Strong phone contact handling skills and active listening.
- Customer orientation and ability to adapt/respond to different cultures and types of characters.

2021 - 2021

TAS-HEEL

Receptionst

- I got training .



EDUCATION

• 2018

Assyuit University

- Faculty of Arts department documents libraries and information
- Good



CERTIFICATIONS & COURSES:

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