**Curriculum Vitae**

**PERSONAL DATA**

* **Full Name:** AL Hussein Mohamed Osama Gamil Lotfy
* **Date of Birth:** 06-Jan-1987
* **Nationality:** Egyptian
* **Marital Status:** Single
* **Address:** 37 Alteraa elboulakia St, Shobra , Cairo , Egypt /

 Salim Sleim Street, Beirut, Lebanon.

* **Military Status:** Exempted
* **Mobile:** 01007944402 / 0096171845492
* **Email:** Hussein-jamil@hotmail.com

**Objective**

* Seeking a potential job in a good level position in a reputable organization in Sales and marketing and Customer service with good working condition competitive career opportunities and client atmosphere where by my education and interpersonal skills could be emphasized.

**PROFESSIONAL EXPERIENCE**

* **Teleperformance (Wind Canadian Project):**
* **Apr 2012 till date :** Customer service executive and Technical support team Leader
* **Sep 2011 till Dec 2011** : Customer Service Representative
* **Jan 2012 till Apr 2012:** Social Media Specialist and Back Office Team.
* **Spot 99 Real Estate and property Management :**
* **May 2013 till Sep 2014 :** Sales and marketing executive Freelancer & Business development Manager.
* **Jan 2013 till May 2013 :** Account manager for real estate in North coast region.
* **Middle East Airlines (Air Liban) :**
* **Jun 2006 till Dec 2006 :** Sales and counter Representative and passenger handling
* **Jan 2007 till Mar 2011:** Sales and counter supervisor ,Senior Reservation and ticketing at Cairo airport Office , CRM , Assistant station Manager at Cairo Airport , In charge of Cargo Manager , in charge of Alexandria sales Office Manager , Senior PR and Customer Service Executive

**EDUCATION**

* **2011:** **Bachelor’s Degree in Business Administration & Accounting**
* Ain Shams University
* Overall Grade: Good
* **2005: Hafez Ibrahim Language School (High School) .**

**Certified Training**

* **Amadeus Ticketing and Reservation in Beirut Int’l Airport**
* **Dangerous goods in Beirut Int’l Airport**
* **Load Control and Ramp Safety and Quality in Beirut Int’l Airport**
* **Geaten Check In System**
* **Passenger handling and PR in Beirut Int’l Airport**
* **Stress management**
* **Handling angry customers**
* **Team Leading and supervision and Coaching.**

**LANGUAGES**

* **Arabic:** Mother Tongue
* **English:** Fluent in both reading and writing
* **French:** Good

**Computer Software**

* Microsoft Office
* Internet

**Achievements & Skills**

* Focus on client needs and manage to solve their issues.
* Ability to work under pressure; meet client inquiries in an effective, timely, friendly and respectful manner.
* Ability to work as a team member; openly share ideas and knowledge, work effectively and efficiently with staff at all levels.
* Daily deliver feedback reports to higher level of management.
* Devise and perform various types of analysis.
* Ensures all Organization policies and procedures are adhered to.
* Reaching Targets.
* Ensure Customer Satisfaction.

**INTERESTS AND ACTIVITIES**

* Running.
* Swimming.
* Reading.

Reference upon your request