

Reem Abdul Hamid



Experience

1. [June/2012 – Present] – Kuwait

Real Estate Asset Management Co. (REAM)

Job Position : Executive Assistant to Chief Financial Officer

Task : Reporting to CFO

2.[July/2011 – June/2012] – Kuwait

Wataniya Telecom Co.

Job Position : Call Center Agent – Call Center (121)

Task : Answer all customers' inquiries

3.[Oct./2010 – Jan./2011] – Kuwait

MAS International Co.

Job Position : Call Center Agent

Task : Answers all customers' inquiries

4.[July/2009 – Oct./2010] – Kuwait

Plastic Industries Co.

Job Position : Secretary

Task : Perform general office duties

5.[Jan./2006 – April/2009] - Kuwait

Aiwagulf.com – (Mobiles Value Added Services)

Job Position : Call Center Supervisor

Task : Supervising call center staff

6.[April/2004 – Jan./2006] - Kuwait

Aiwagulf.com – (Mobiles Value Added Services)

Job Position : Call Center Agent

Task : Managing the call center workflow

7.[May/2003 – Dec./2003] - Egypt

Hilton Alexandria Green Plaza

Job Position : Telemarketer - Telemarketing Department

Task : Marketing for Vacation Club (Diamond Club)

8.[Dec./1998 – May/2002] - Kuwait

Zain Telecom Co.

Job Position : Call Center Agent - Call Center (107)

Task : Managing the call center workflow



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Education

1.[Sept/1994 – June/1998]

Arab Academy for Science & Technology & Maritime Transport
[Alexandria/Egypt]

Bachelor's degree in business administration

Major: Management Information Systems (MIS)

Grade: Excellence with Honor

GPA: 3.4

2.[Oct/2001-March/2002]

MCSD Course from (New Horizons)

Using the following tools:

MS Visual Basic 6.0

MS SQL Server 7.0

ASP

3.[March/2010-April/2010]

ICDL Certification

Skills

- 1.Microsoft Office Proficient
- 2.Computer & Internet Skills
- 3.Excellent Managerial Skills
- 4.Excellent Communication Skills
- 5.Ability to lead a teamwork
- 6.Ability to work under pressure.
- 7.High capability to assume responsibility.
- 8.Presentable, Pleasant personality, customers relations oriented
- 9.Ability to learn quickly and add value to the organization.
- 10.Ability to work independently under minimum supervision.

References

[Available upon request.]

