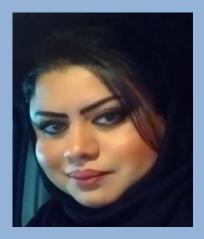
## Reem El-Sayed Abdul Hamid

CV



Kuwait - Salmiya

Mobile: (+965) 97600585

**E-Mail Address:** 

reem-1711@hotmail.com

### $\boldsymbol{P}$ ersonal $\boldsymbol{I}$ nformation

Name : Reem El-Sayed Abdul Hamid

• Date of Birth : 17<sup>th</sup> November 1976

Place of birth : Kuwait Nationality : Egyptian

# **O**bjective

Seeking a responsible and challenging position in a higher intention of ambitious working conditions in terms of career positioning in the business field, where my academic background, experience and interpersonal skills can be applied.

## Certifications

[1994 – 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

[Oct/2001-March/2002] MCSD Course from (New Horizons)

Using the following tools:

• MS Visual Basic 6.0

• MS SQL Server 7.0

• ASP

[March/2010-April/2010] ICDL Certification

# Work Experience

• [June/2012 - Present] - Kuwait

Real Estate Asset Management Co. (REAM)

Job Position: Executive Secretary
Task: Reporting to CFO & CEO

 $\bullet \ \ [July/2011-June/2012]-Kuwait$ 

Wataniya Telecom Co.

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

Task : Answer all customers' inquiries

• [Oct./2010 – Jan./2011] – Kuwait

**MAS International Co.** 

**Job Position: Call Center Agent** 

Task : Answers all customers' inquiries

• [July/2009 - Oct./2010] - Kuwait

Plastic Industries Co.

**Job Position: Secretary** 

Task : Perform general office duties

• [Jan./2006 – April/2009] - Kuwait

**Aiwagulf.com – (Mobiles Value Added Services)** 

**Job Position: Call Center Supervisor** 

Task : Supervising call center staff

• [April/2004 – Jan./2006] - Kuwait

**Aiwagulf.com – (Mobiles Value Added Services)** 

**Job Position: Call Center Agent** 

Task : Managing the call center work flow

• [May/2003 – Dec./2003] - Egypt Hilton Alexandria Green Plaza

Job Position: Telemarketer - Telemarketing Department
Task: Marketing for Vacation Club (Diamond Club)

• [Dec./1998 – May/2002] - Kuwait

Zain Telecom Co.

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

Task : Handling the technical problems of the mobiles

,selling services & receiving complains and inquires.

#### Skills

- Microsoft Office Proficient .
- Computer & Internet Skills.
- Excellent Managerial Skills.
- Excellent Communication Skills.
- Ability to lead a team work.
- Ability to work under pressure.
- High capability to assume responsibility.
- Presentable, Pleasant personality, able to manage and handle the customers relations.
- Ability to learn quickly and add value to the organization.
- Ability to work independently under minimum supervision.

#### Linguistic A bility

Arabic Mother tongue.

**English Excellent Reading, Writing & Conversation.** 

**References: upon request**