

**Reem El-Sayed Abdul Hamid**  
**CV**



**Kuwait - Salmiya**

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***Personal Information***

- **Name : Reem El-Sayed Abdul Hamid**
- **Date of Birth : 17<sup>th</sup> November 1976**
- **Place of birth : Kuwait**
- **Nationality : Egyptian**

***Objective***

**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**
- **[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 Ability

Arabic	Mother tongue.
English	Excellent Reading, Writing & Conversation.

References : upon request