

Full Name: Belal Mohammed Abdelhamied

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Address: Al Adamah District - Dammam

Iqama: Transferable

Nationality: Egyptian

Marital Status: Single

Date of Birth: 13 / May / 2000

Professional Summary

Energetic and reliable Customer Service Representative with solid experience in both on-site and remote call center roles, as well as front desk operations in educational centers. Skilled in CRM systems and Excel with strong problem-solving abilities and excellent client handling. Seeking an opportunity in a reputable company to deliver outstanding service and support daily operations.

Work Experience

Front Desk Receptionist – Educational Center

January 2024 – January 2025

- Welcomed students and parents, providing information about programs.
- Coordinated schedules and supported internal departments.
- Handled inquiries and provided administrative assistance.
- Helped organize educational events and activities.

Remote Call Center Agent – Orange Telecom

January 2022 – January 2024

- Provided remote technical and billing support using CRM platforms.
- Maintained independent work schedule and time management.
- Resolved escalated customer issues efficiently.

Call Center Agent – Orange Egypt Branches

January 2019 – January 2022

- Welcomed customers at branches and addressed their concerns effectively.
- Presented the company's services and full range of products to meet client needs.
- Managed client records using CRM systems and documented customer feedback.
- Collaborated with internal teams to ensure service excellence and responsiveness.

Key Skills

- Proficiency in Excel
 - CRM system usage
 - Basic accounting
 - Negotiation and customer support
 - Sales and interpersonal communication
 - Contract coordination and organization
 - Problem-solving and time management
 - Team collaboration and adaptability
 - Attention to detail
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Education

Bachelor's Degree in Commerce – Industrial Project Management

Al-Ajami Higher Institute for Administrative Sciences – Alexandria

January 2019 – October 2022

Languages

- Arabic: Native, Excellent
- English: Good