






# KARIM SOLIMAN


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## Professional summary

Reliable Customer Service Representative with extensive track record in demanding sales and account management environments. Strong presenter, communicator and problem solver, working effectively and productively with diverse customers and individual needs.

## Skills

- Telesales techniques
- Sales enquiry handling
- Sales negotiating
- Customer needs analysis
- Problem-solving
- Analytical
- Customer complaint management
- Customer sales support
- Call centre experience
- Written and verbal communication skills
- SQL programming



## Work history

September 2023 - May 2024	<b>Lightstone</b> <b>Customer Service Representative</b>	Abu Dhabi
	<ul style="list-style-type: none"><li>• Answered customer telephone calls promptly and improved on-hold wait times.</li><li>• Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.</li><li>• Assisted customers with varying questions using product knowledge and service expertise.</li></ul>	
September 2020 - August 2023	<b>ETISALAT misr</b> <b>Customer service specialist</b>	Cairo
	<ul style="list-style-type: none"><li>• Improved customer retention by 100%, through service and account management.</li><li>• Handled requests with friendly, knowledgeable service and support, continually achieving positive customer feedback.</li><li>• Offered prompt solutions to maintain customer satisfaction.</li></ul>	

## Education

May 2017	<b>Suez Universität</b> <b>Bachelor of Business Administration: Data analysis</b>	Cairo
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## Languages

Arabic Native	
<b>English</b>	C1
Advanced	
<b>German</b>	B1
Intermediate	
<b>Russian</b>	A1
Beginner	