

# MOHAMED HASAB EL NABY OSMAN



Seeking for a job with an excellent level of Spanish and very good experience in the field of telecommunications and customer service.

## EXPERIENCE

### Expo Mobile

Spanish customer service representative at American telecom. Company "Expo Mobile" for wireless services and international calling

### Etisalat Emirates

Customer service representative for Etisalat Emirates.

### Vodafone International services

- Spanish customer service representative in Vodafone Egypt. Vodafone international service.
- Vodafone Spain customer service representative:

Deactivation department from 9/2015 till 12/2016  
Web chat advisor for ONO Fiber Optic from 1/2016 till 5/2016  
Billing analyst from 6/2016 till 6/2018  
Web chat advisor for Vodafone Spain from 7/2018 till 6/2019  
Offline Messaging advisor for Brand Embassy  
Vodafone Spain from 6/2019 till now (Customer service - Billing - Back office - NPS analysis - Sales).  
More than 8 years of experience in the telecommunications field.

## LANGUAGE

- Spanish: Fluent Spanish speaker (written and spoken)
- English: Good command of English (written and spoken)
- Arabic: Mother tongue.

## SKILLS

- I have the ability to work good individually and in a group.
- I have the ability to learn new skills in short time.
- Flexible and have ability to work under pressure
- Keen of teaching and communicating with the Spanish language.
- Easily communicate my ideas with others

## EDUCATION

Degree in Hispanic Philology.  
Faculty of Al Alsun.  
Ain shams university.  
Spanish department 2015  
Very good with Honours

## COMPUTER SKILLS

Very good in using office programs (Windows - Word & Excel - PowerPoint - Internet).  
ICDL  
Billing Applications

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