



Sohil Habib

Dubai, UAE

Cell phone: +971 52 390 5299

Email: sohil.sam.sohil@gmail.com

Personal Data:

- **Nationality:** Egyptian.
- **Age :** 36
- **Visit visa :** Till 1 November
- **Marital status:** Single.
- **Military Status:** Finally Exempted.

Career Objective:

Adaptable as **(Receptionist \ call center)** with experience in a variety of industries and a history of success in providing exceptional **customer service (Phone\ Email\ Chat)**.

Languages:

Arabic: Fluent (Mother tongue).

English: Excellent.

Work Experience:

- Amazon company,UAE stuff, Cairo, Egypt:

Jan 2018 to July 2023

(Jan 2018 with outsourcing company, and joined Amazon stuff in May 2019).

Worked as **(CS/ Escalation associate)**.

-Manager delegate.

-Multi task (handle the customer in general (AE, SA, EG) in the same time for all issues and general questions even the delivery call.

- IB/OB (Escalation associate AE team) since Feb 2023 to July 2023.

- IB (Customer service associate AE team) since March 2022 to Feb 2023.

- OB **Team leader** (Delivery Escalation associate) since Oct 2019 to March 2022.

- IB (Customer service associate SA team) since Aug 2019 to Oct 2019.

- IB **batch 1** for Amazon (Customer service associate AE team) since May 2019 to Aug 2019.

- Email team ((Escalation associate AE/SA/EG team) since Feb 2019 to May 2019 (Out sourcing company).

- IB (Customer service associate SA team) since Jan 2018 to May 2019 (Out sourcing company).

- Phone (IB/OB), Chat, Email.

- Qexpress (delivery team) for 4 years (AE, SA, EG).

-Receive and make calls during the customer escalation to handle and solve it and get the positive feedback.

-Solve tickets and send emails.

-Investigate issues and reporting with all details for the manager to take the right action as per Amazon process.

-NMC hospital, DIP1, Dubai,UAE:

May 2016 to Nov 2017

Worked as **(Receptionist)**.

-Safir hotel, Cairo, Egypt:

Sep 2014 to Mar 2017

Worked as **(Receptionist)**.

-Compume campany, Cairo, Egypt:

Oct 2012 to May 2014

Worked as **(Customer service associate)**.

Education:

Bachelor degree of MISE.

Modern academy in Maadi, Cairo, faculty of (Managerial Information System English)

Graduation Year: 2009.

High school: **Hafiz Ibrahim language school** class 2005.

Computer skills:

-Operating system: (windows: Vista, 7,8,10 - windows server: 2003,2008 - IOS - Android.

-Microsoft office.

-Hardware.

Personal Skills &Studies:

Courses:

- Amazon courses in communication skills.
- Amazon courses in customer service.
- Amazon Apex team (Financial course)

Personal Skills:

- Ability to work under pressure.
- Multi tasks.
- High communication skills.
- Register all our patient, guests & employees in the system policy.
- Undertake front of house duties, including meeting, greeting and attending to the needs of guests, to ensure a superb customer service experience.

All References will be furnished upon request