



PERSONAL

- Name**
Wael Esam
- Address**
Giza
Giza
- Phone number**
+201101560712 & +971523087176
- Email**
wael.esam.p@gmail.com
- Date of birth**
01-03-1985
- Place of birth**
Giza
- Gender**
Male
- Nationality**
Egyptian
- Marital status**
Single
- Driving licence**
B
- LinkedIn**
Wael.esam.p@gmail.com

SKILLS

- Professional demeanor
- Customer/Client relations
- Service-oriented self-starter
- Documentation and reporting
- Retail store support
- Outstanding communication skills
- Creative problem solving
- Microsoft Office Suite proficiency
- Sales expertise
- Retail materials management
- Strategic sales knowledge
- Staff education and training
- Administrative support

LANGUAGES

- English ★ ★ ★ ★ ★
- Arabic ★ ★ ★ ★ ★

WAELE SAM

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time



WORK EXPERIENCE

- Sep 2010 - Jul 2012 **Customer service agent**
Telecom egypt, Giza
 - Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.
- Jul 2012 - Sep 2015 **Customer service agent**
Xceed smart village, Giza
- Nov 2015 - Feb 2020 **Customer service**
Almaya, UAE. Dubai
 - Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.
- Dec 2020 - Present **Decorator and accessory technician**
Media Production City, Giza
 - CBC Sofra
 - Ma'akom Mona El Shazly
 - good listener, sociable, friendly, Calm, like to help people and I have the ability to work in team work



EDUCATION AND QUALIFICATIONS

- Sep 2002 - Jul 2010 **Faculty of law**
El Sadat university, Menoufia



INTERESTS

Reading, driving, soccer, swimming, chess, traveling



COURSES

- 2010 **English**
Cairo university
- 2010 **Customer service**
Telecom egypt