

CV

Abdelrahman Nasser



Gender: male

Nationality: Egyptian

Date of birth: 15 /08/1998

Marital status: Engaged

Languages: Arabic, German and English

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Career Objectives

Energetic customer service specialist eager to obtain a position that makes full use of expertise in building customer relations. A high-level computer knowledge and proven competency in multitasking enables optimal performance in challenging environment. Ensure High level of Communication skills when it is related to Phone Contact.

Work Experience

1)

Position: Customer service representative

Company: Lufthansa

Years: May,2023 - present

Job description:

Lufthansa customer Feedback Management to manage Feedback of Customer in relation to Flight Industries and handle all Customer related Inquiries before and after flight.

2)

Position: Customer service representative

Company: Amazon.de

Years: Oktober, 2022 - May,2023

Job description:

Effective communication skill with customers. Reading physical and emotional cues. Documented all customer inquiries and comments thoroughly and quickly. answered customer questions about product availability and shipment times.

3)

Position: Customer service representative

Company: Western union. De

Years: Marc, 2021-Oktober 2022

Job description:

Greeted Customers in timely fashion, while quickly determining their needs. Maintained excellent Customer relations. Developed Customer Rapport. processed cash and credit Payments rapidly and accurately. processed money wiring transactions to both Domestic & international destinations (sending and receiving online Payments. Documented all customer inquiries and comments thoroughly and quickly. answered customer questions about product availability and shipment times.

4)

Position: Customer service representative

Company: Teleperformance

Years: May 2019- January 2021

Job description:

Effective communication skill with customers. Reading physical and emotional cues. Stress Tolerance and after 6 Months I am nominated as SME to be responsible for concessions.

Educational Attainment

2016 to 2020: Al Azhar University – Faculty of language and translations
Bachelor's Degree in German Language and Literature (Germanistik)

Languages:

Arabic: Mother tongue

German: Advanced (c1)

English: intermediate (b1)

Skills

- Able to work individually, as part of a co-located team or as part of a distributed global team.
- Problem-solving and analytical skills.
- Self-motivated and a quick learner.
- Able to work under pressure and to tight deadline.

Certifications

- Amazon customer service certified
- Level c.1 OnstDaf test German certified
- Certified form Cairo University in Windows, Excel, Word, Access & Internet.