

HOSSAM IBRAHIM

Flight Attendant

+971528005217

@hossamibrahim323@gmail.com

Dubai, UAE

EDUCATION

(BA) ENGLISH LINGUISTICS & LITERATURE

Cairo University

2012 - 2016 Cairo, Egypt

EXPERIENCE

FLIGHT ATTENDANT

Emirates

11/2015 - Ongoing Dubai

Aviation

- Responsible of the safety, security and service onboard.
- Handling any emergency or medical incidents that happen onboard.
- Handling any customers' requests or complaints onboard.

CUSTOMER SERVICE AGENT

Vodafone UK

10/2014 - 10/2015 Giza, Egypt

Telecommunication

- Explaining the bills to customers over the phone.
- Handling the customers' complaints over the phone.
- Following up with the customers regarding their requests.

MEDICAL REPRESENTATIVE

X-Rays Medical

02/2014 - 09/2014 Giza, Egypt

Medical Supplies

- Offering our medical supplies to medical shops, doctors, and pharmacies.
- Making sales and delivering the shipments to our clients.
- Following up with our clients for after-sale service.

SALES CALL CENTER AGENT

Iwan Development

05/2013 - 01/2014 Cairo, Egypt

Real Estate

- Making sales calls to our clients offering our projects.
- Receiving calls from clients and explaining our offers and projects.
- Arranging the leads for our sales team and following up with them and our clients.

LANGUAGES

Arabic

Native



English

Fluent



SKILLS

Communication

Team-Player

Organizing

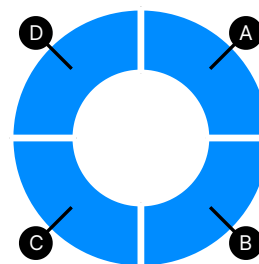
Sales

Customer Service

Leadership

Microsoft Office

FREELANCE TRANSLATOR



A Transcripts

B Essays

C Marketing

D Social Media