



ABDEL
RAHMAN
KHEIR

CONTACT CENTER AGENT

CONTACT



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abdel.kheir@hotmail.com



Greek Edge Tower 1
Greek Harbour, Dubai
United Arab Emirates

LANGUAGES

German First language

English Good command

Arabic Basic knowledge

SKILLS

Office Software

Opera Software

Live-Chat

E-Mail support

WORK EXPERIENCE

11/2022 – PRESENT

Contact Center Agent

The Swiss Post AG

Contact Center Agent with experience in customer support via live chat, email, phone, and social media, focusing on quick issue resolution and high customer satisfaction.

06 / 2019 – 10 / 2022

Sales Assistant

Metro Boutique AG / Lehmann-Hattrick AG

- Replenishing stock and cash handling
- Goods receipt, inspection, and inventory management
- Merchandising and product presentation

11/ 2018 – 04 / 2019

Assistant Store Manager

Jack & Jones

EDUCATION

01 / 2020 – PRESENT

Kinesiology Practitioner

08 / 2013 – 08 / 2016

**Swiss Federal Certificate of Competence (EFZ)
in Retail Management**

WE Switzerland Fashion AG