



**Erfan Onghaei**

Contact Center Supervisor

Bachelor : Software engineering At  
Islamic Azad University

### Personal Information

Age: 28 Years  
Gender: Male  
Location: Tehran  
Marital Status: Single  
Military Service Status: Completed

### Contact Details

Phone: 02177485152  
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### Expience & Salary

Work Experience: 7.5 Years  
Salary Expectation: 12 - 15 Million Tomans

Last Update: **29 January 2023**  
Reference ID: **JV-49737670**

### Work Experience

**Contact Center Supervisor** July 2021 until now (1 year and 4 months)  
HITECH DEVELOPMENT FUND Iran Tehran

**Project Manager** February 2021 until September 2021 (7 months)  
AEC Iran Tehran

**Call Center Specialist** May 2020 until February 2021 (9 months)  
Snapp Iran Tehran

**TCT Supervisor** May 2012 until April 2017 (4 years and 11 months)  
Telecommunication Company Of Tehran Iran Tehran

### Education

**Bachelor: Software engineering** 2015 - 2017  
Islamic Azad University GPA : 14

### Training Courses

**IELTS Courses** Safir  
Course Duration: 3 Years 2017 (No Certificate)

### Languages

English | Upper Intermediate

### Software

Microsoft Dynamics CRM | Advanced Microsoft Excel | Advanced  
Microsoft Powerpoint | Advanced Microsoft Word | Advanced  
Adobe Photoshop | Intermediate Corel Draw | Intermediate Linux | Intermediate  
MCP | Intermediate MCSA | Intermediate Microsoft Outlook | Intermediate  
Microsoft Visio | Intermediate Network+ | Intermediate Notepad++ | Intermediate  
SharePoint | Intermediate Ubuntu (Linux) | Intermediate Wireshark | Intermediate  
Microsoft Access | Basic Microsoft Project | Basic

### Additional Skills

Time Management Customer Relationship Management (CRM) Team Management  
high public relations High Learning Ability Regular and accurate  
Human Resources Management Executive Management project management  
Preparation of management reports Energetic having a positive attitude

