



# Aboubakr issa

Customer Service .sales

## Contact

**Phone:**

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**Email:**

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**Nationality:**

Egyptian

**DOB:**

04.03.1989

**Gender:**

Male

**Address:**

Dubai

## Skills

oral communication



sales



Negotiation



pc skills



Time management



## Summary

A highly motivated and results-oriented individual with a strong work ethic and a commitment to excellence Seeking a challenging position where I can use my skills and experience to make a significant contribution to the company's success.

## Education

Sept 2008 – Jun 2012

faculty of commerce tanta university

### Driving licence

UAE licence

## Experience

### Alhadaf althabet ( United Arabian Emirates)

Nov 2023 – Continue

Customer Service Representative

- \*Responding to customer inquiries. \* Manage incoming customer phone calls
- \*Customer complaints management \*Troubleshoot problems Providing the
- \*information customers need Answering \*customer questions Create a customer service \*knowledge base Interacting with customers and strengthening the relationship with them \*Helping attract customers to the company \*Track customer service metrics \*Identify and evaluate customer needs to achieve satisfaction \*Receive orders \*Create an environment in which the client can excel \*Request customer feedback \*Adapting to different means of communication... \*Use positive vocabulary and empathic language... \*Cooperation and teamwork ability

### Mazaya insurance company ( United Arabian Emirates)

Sept 2022 – Oct 2023

Sales Representative

- Design and implement strong marketing strategies that help sell new insurance contracts or modify existing contracts. Communicate with potential customers, build strong networks, communicate directly, and use various marketing channels. Evaluate the desires and requirements of the target au-

# Language

arabic

English

dience of business or individuals to sell appropriate protection plans. Collecting information from customers and arranging it into files to determine their risks in order to provide them with the appropriate solution. Providing reports to management periodically on sales procedures .Keep currency records and take notes for each case. Verifying insurance claims to enhance customer confidence and protect the organization's reputation. Keeping abreast of developments in the field of insurance. Adhere to all work policies specified within the organization

## ALEXBANK

Jan 2017 – Jun 2022

relationship manager

- Build relationships with banking clients who purchase financial services through visits to key clients and existing clients and building relationships with new clients. – Identify revenue opportunities to actively sell corporate banking products to customers in order to support sales goals. Account relationship management. Ensure all related work is completed on time and TAT is met. \*Verify reports and documents in a timely manner. \* Informing the department head of the status of relations periodically. \* Responsible for providing customers with the best services at all times. \* Closely monitor the relationships being handled and keep abreast of each situation \* Follow up with other departments to complete transactions. \*Monitor the timely completion and signing of credit proposals/applications. \* Monitor and review the growth and quality of the current portfolio in a timely manner, track market information and update the department head as per requirements. \* Lead sales activities for the team, providing mentoring, regular training and monitoring progress. \*Act as a role model, recognizing good performers and through effective use of training, identifying training needs, career advancement and succession planning, promoting sales and service culture and sharing best practices. \* Setting up meetings with new clients. \*Ensure team goal is met on both funded/non-funded basis. \*Ensure credit reviews are completed on time, conduct credit quality assessments, establish operational controls, and identify problematic accounts on time. Through judicious use of lending limits, regular communication with CRM, and clear guidelines for team members.\*

## karas company

Jul 2012 – Nov 2016

Customer Service Representative

- Manage large amounts of incoming phone calls Generate sales leads Identify and assess customers' needs to achieve satisfaction Build sustainable relationships and trust with customer accounts through open and interactive communication Provide accurate, valid and complete information by using the right methods/tools Meet personal/customer service team sales targets and call handling quotas Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution Keep records of customer interactions, process customer accounts and file documents Follow communication procedures, guidelines and policies Take the extra mile to engage customers