

AHMED YOUSSEF HUSSEIN

Customer service/sales

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Dubai _united Arab emirates

EDUCATION

Bachelor's degree sharia and law

AL AZHAR _University
01/2016 - 2020

LANGUAGES

Arabic Native ●●●●●
English Proficient ●●●●●

SKILLS

Time Management
Multitasking Abilities
Problem Solving
Active Listening
Empathy and Compassion
T24 CRM Flex system
Conflict Resolution
Microsoft office

SUMMARY

Highly efficient and motivated Contact Center Operations Agent with 1+ years of experience in managing customer interactions and ensuring customer satisfaction. Skilled in handling high call volumes and resolving customer issues in a timely manner. Adept at utilizing various contact center tools, systems, and software to streamline operations. Able to maintain a professional and customer-centric approach while collaborating with cross-functional teams to drive overall business success

EXPERIENCE

Contact center operation agent

Commercial International bank cib 01/2022 - 12/2023 Cairo

- Follow professional telephone etiquette and work policies to efficiently address various customer needs & concerns.
- Handle inbound interactions received on CIB official social media platforms in a professional manner to maintain customer satisfaction and good image for the bank by providing a prompt, efficient and courteous service to followers.
- Apply appropriate actions to effectively control a telephone calls interaction that improve the call average handling time/ interactions average response time.
- Liaise with other departments to ensure proper closure of pending customers inquires/requests.
- Ensure high service quality during inbound/outbound calls interactions, and handle customer's complaints according to the Contact Center approved standards to maintain customer satisfaction.
- Update customer records with details of the inquiry and the response ensure accuracy and availability of Customer records.
- Follow all relevant department policies, processes, standard operating procedures and instructions so that work is carried out in a controlled and consistent manner
- Follow the day-to-day operations related to own jobs in the Contact Center department to ensure continuity of work.
- Comply with all relevant CBE regulations, banking laws, AML regulations and internal CIB policies and code of conduct in order to maintain CIB's sound legal position and mitigate any potential risks.

Cashier

Pizza Hut 01/2021 - 10/2022 Dubai _united Arab emirates

- Operated a cash register for cash, check and credit card transactions with accuracy.
- Stocked and replenished merchandise according to store merchandising layouts.
- Cleaned and organized the store, including the checkout desk and displays.
- Completed all point of sale opening and closing procedures, including counting the contents of the cash register

Teller Egyptian

Exchange Company - Egypt 01/2019 - 10/2020 Cairo

- Balance currency, coin, and checks in cash drawers at ends of shifts, and calculated daily transactions using computers, calculators, or adding machines
- Received checks and cashed for deposit, verified amounts, and checked the accuracy of deposit slips
- Examined checks for endorsements and to verify other information such as dates, bank names, identification of the persons receiving payments and the legality of the documents
- Entered customers' transactions into computers in order to record transactions and issue computer-generated receipts

EXPERIENCE

Call center

E_ Financial company - Egypt

📅 01/2018 - 01/2019

📍 Cairo

- Providing outstanding member service, support and maintaining strong professional relationships with members via telephone
- Respond to member telephone calls and assists with information requests
- Responsible for receiving, originating, processing and closing applications for consumer, and all loans
- Accurately completes related records, reports, and documentation in a timely manner
- Perform comprehensive account and service functions in an accurate and timely manner
- Skills used excellent verbal and written communication skills, professional appearance and attitude

Sales

H&M Store

📅 2016 - 2018

📍 Cairo

- : Sales & Customer Service H&M
Welcoming customers to the store and answering their queries. Assessing customers' needs, helping, and information on product features.
Ensuring high levels of customer satisfaction through excellent sales service.
Handling complains and follows up all customer's orders.