

Ahmed Sayed Fawzy

Customer Service | Customer Support | Call Center | Dubai, UAE

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Objective

As an experienced Call Center, Improve Customer Satisfaction and increase First Call Resolution (FCR) , Reduce Average Handling Time (AHT) , Boost Sales and Upselling and Enhance Agent Productivity and Performance , Reduce Call Abandonment Rate , Ensure Compliance with Regulations and Maintain adherence to legal, industry, and company-specific regulations regarding customer data, call scripts, and interaction handling.

Skills

- Active Listening
 - Customer Satisfaction (CSAT)
 - Customer Relationship Management (CRM)
 - Customer Contact – Correspondences
 - Return on Investment
 - Skilled Multi-tasker - User Adoption
 - Problem-Solving Skills
 - Patience and Empathy
 - Technical Proficiency
 - Time Management
 - Product Knowledge
 - Adaptability
 - Teamwork -Stress Management
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Call Center Experience

We – Cairo, Egypt.

07/2020 – 04/2021

06/2022 – 08/2024

Handling Inbound and Outbound Calls, Providing Customer Support ,Maintaining Customer Records ,Ensuring confidentiality and data protection during call handling, Meeting Performance Targets, Multichannel Support Problem-Solving and Decision-Making and Assessing the customer's needs and finding appropriate solutions to ensure satisfaction, Self-Management in WFH Collaboration with Remote Teams, Compliance with Policies, Continual Learning and Staying updated on product knowledge, new tools, and company policies.

Aswan, Egypt. **(Military Service) 04/2021 – 05/2022**

Education

Bachelor's degree in computers & Artificial Intelligence, Beni-Suef University | Information System

GPA: 2.56 Good.

Sep 2016-May 2020

Graduation project: Oral Tumor Detection App - Project Grade: Excellent

Languages

Arabic: Native

English: Full Professional Proficiency

References Available upon request