



AHMED ALI GAMAL

Customer Service Representative

Contact

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📍 UAE - Dubai

Education

2018- 2022

Zagazig University

Bachelor of law English section

Personal Details

Date of birth : 15 / 5 / 2000

Nationality : Egyptian

Visa Status : Canceled Visa

Skills

Trust worthy

Fast learner

Time Management

Teamwork

Creativity

Problem Solving

Excellent Communication

Ability to work under stress

Hard working and Dedicated

Active listening

Critical Thinking

MS office, Excel, power point

Language

English (Fluent)

Arabic (basic)

About Me

Seeking for a career with a Porgressive organization where I can Utilize my skills , knowledge and experience in challenge role that allows for advancement and growt.

Experience

Edge Fund Marketing Management - Telesales Executives

UAE - Dubai

Aug 2023 - Jul 2024

- Good Knowledge of Stock Market, Share / Commodity and Forex Market.
- Excellent communication skills Generating qualified leads for the company through cold calling, direct email and networking.
- provide high quality customer service to the clint.
- Understand prospect/clints needs to provide relevant and timely market
- Listening to customer requirements and presenting appropriately to make a sale.

Misir life insurance - customer service representative 2021 - 2022

Egypt

- Building rapport and trust with customers to encourage repeat business and loyalty to the brand.
- Finding solutions to pending complaints.
- provided detailed policy information and guidance on insurance products, including life, health, property.
- Helping customers resolve issues they encounter with products or services, aiming to turn potentially negative experiences into positive ones

As Salam international Hospital - Receptionist Egypt

2020 - 2021

- Greet and attend to patients in person and over the phone.
- Act as the first point of contact for patients and visitors, ensuring a warm and welcoming atmosphere.
- Build positive relationships with patients to ensure a high level of patient satisfaction
- Professionally assist doctors, staff, visitors, and patients.
- Answer all phone calls in a professional and courteous manner
- Schedule appointments between doctors and patients.
- Communicate medical results to patients under clinical supervision.

Sales Associate retail Market & Cashier Egypt

2018 - 2023

- Greets customers and demonstrates excellent customer service skills
- Helps customers selecte products, answers questions , shares products knowledge.
- Basic understanding of sales principles and customer service practices.
- Processed an average of 150 transactions daily with a 99.9% accuracy rate.
- Handled cash transactions, provided customer service, and maintained the cash register.

We Telecommunications - call center Egypt

2022 - 2023

- Identify customer needs, answer questions, and solve problems.
- Resolved an average of 400 inquiries weekly, assisting customers with orders, product info, and customer complaints.
- Proficiency in identifying problems, analyzing possible solutions, and implementing these to resolve customer issues promptly.
- A proven track record of providing excellent customer service, with a focus on maintaining high customer satisfaction levels.