

HOSSAM EL SAYED

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Dubai - United Arab States

PROFILE SUMMARY

I am a proficient Customer Service Agent with a strong focus on achieving the desire demands, possessing notable expertise in assuming leadership responsibilities. I have demonstrated exceptional leadership capabilities while greeting and helping customers . I have a proven track record of enhancing team performance, fostering customer loyalty, and cultivating collaborative alliances with internal and external stakeholders.

SKILLS & EXPERTS

Time Management
Business Development
Strategic Planning

Self Motivated
Communication Skills
Client Relationship Management

Team Leadership
Collaborative
Operations Management

PROFESSIONAL EXPERIENCE

VODAFONE OF EGYPT Customer Service Agent

October 2021 - December 2023

It's about how you can make your customer feel satisfied with your service which that you provide. So we used to take a full care about how we greet our customers, welcomes them and provide solutions to any troubleshoot or problem they faced with out products or services

Accomplishments:

- I was never fail to provide all answers to my clients to all their questions and inquiries.
- Improve our positive feedbacks to the maximum level of satisfactio.
- Achieved the desired targets monthly without any fail.
- Got the best employer's award twice on track in 05/2022 and 06/2022

AL HARAM HOTELS & RESORTS Front Desk Receptionist

April 2018 - September 2021

It's a sensitive position because it's the first place that clients meets. Where they take the first impression about if this place deserve or not. So the front desk officer should be has an ability to greet customers, handle any situation and provide helps.

Accomplishments:

- I have been built a strong relations with our previous customers.
- Achieved the desired targets monthly without any fail.
- Gained customers loyalty by make them always satisfied.

EDUCATION

Faculty Of Commerce - English Department
Bachelor's Degree in Accounting

September 2014 - June 2021