

# MOHAMED NADY

Customer service representative

0504938263 - mrmohammednady196@gmail.com - Ajman, UAE

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## PROFILE

Highly motivated and customer-oriented professional with experience in providing exceptional customer service and handling reservations efficiently. Seeking a position as a Reservation Agent where I can apply my communication and problem-solving skills to enhance customer satisfaction.

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## WORK EXPERIENCE

### CUSTOMER SERVICE

*Apr 2018 - Dec 2020*

Egy serve company- Egypt- Cairo

Responsibilities for a customer service role include:

- Responded to customer inquiries via phone, email, and live chat, providing accurate information and solutions.
- Assisted customers with account issues, product/service questions, and payment processing.
- Worked closely with other departments to resolve technical or service-related issues.

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### CUSTOMER SERVICE

AL-SAFWA HOSPITAL -CAIRO

*Jan 2021 - july 2024*

Responsibilities for a customer service role include:

- handling customer inquiries and complaints effectively and politely.
- Providing accurate information about products or services.
- Resolving issues and ensuring customer satisfaction.
- Answering calls and responding to emails promptly.
- directing customers to the appropriate departments when needed.
- following up with customers to ensure their issues are fully resolved.

## SKILLS

- Customer Service Excellence.
- Reservation systems.
- Communication Skills (Written and Verbal).
- Microsoft Office Suite (Word, Excel, Outlook).

## EDUCATION

AL-Azhar University  
faculty of education 2013 -2016  
English department

## LANGUAGES

- Arabic (mother tongue)
- English (very good)