

Mohamed Osama Abdelmaksod

Customer Service Representative

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Nationality: Egyptian

Date of Birth: 3/9/1994

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Experienced professional with a strong background in customer service, front desk operations, and cashiering. Proven ability to handle high-volume environments, resolve customer issues efficiently, and maintain a positive demeanor. Skilled in administrative support, scheduling, and point-of-sale systems. Committed to delivering exceptional service and fostering positive client relationships.

EDUCATION

Bachelor of Arts, Department of General Geography	2021
• Helwan University	

PROFESSIONAL EXPERIENCES

Surveyor Elsweedy Electric T&D, Cairo, Egypt <ul style="list-style-type: none">Conducted site surveys for electrical projects, ensuring compliance with specifications.Collaborated with engineering teams to provide accurate data for project planning.	February 2024 – December 2024
Receptionist Nasr City International Hospital, Cairo, Egypt <ul style="list-style-type: none">Greeted and directed visitors, ensuring a welcoming environment.Managed multi-line phone systems, scheduling appointments and handling inquiries.Maintained accurate records and coordinated with departments for efficient operations.Ensured compliance with hospital protocols and confidentiality standards.	November 2022 – December 2023
Cashier & Supervisor Spencer Market and Alfa Market, Cairo, Egypt <ul style="list-style-type: none">Operated POS systems, handling cash and card transactions with accuracy.Supervised cashier team, providing training and performance feedback.Managed inventory levels and coordinated with suppliers for stock replenishment.Implemented customer service initiatives, increasing customer satisfaction scores.	2019 – 2022
Call Center Agent Majorel, Cairo, Egypt <ul style="list-style-type: none">Handled inbound and outbound calls, addressing customer inquiries and complaints.Achieved high customer satisfaction ratings through effective problem-solving.Documented call details and updated customer records in CRM systems.	2017 – 2019
Call Center Agent Raya, Cairo, Egypt <ul style="list-style-type: none">Provided product and service information to customers via phone.Resolved customer issues promptly, maintaining a professional demeanor.Collaborated with team members to improve call center processes.	2014 – 2016
Branch Manager & Supervisor Nelson's Egypt, Cairo, Egypt <ul style="list-style-type: none">Oversaw daily branch operations, ensuring sales targets were met.Managed staff schedules, training, and performance evaluations.Developed marketing strategies to increase customer base and revenue.	2012 – 20

COURSES

Customer Service Fundamentals

- Basics of delivering excellent customer service, effective communication, and handling complaints.

Call Center Customer Service

Techniques and tools for improving customer experiences in call center environments.

Communication Skills

- Comprehensive training on verbal and non-verbal communication, listening, and assertiveness techniques for professional environments.

AutoCAD course accredited by Autodesk

SKILLS

Technical Skills

- Technical Skills
- Microsoft Office Suite (Word, Excel, PowerPoint)
- Point-of-Sale (POS) Systems
- Customer Relationship Management (CRM) Software
- AutoCAD (Certified by Autodesk)
- Windows Operating Systems
- Internet Research and Communication Tools

Soft Skills

- Excellent Communication and Interpersonal Skills
- Strong Problem-Solving Abilities
- Leadership and Team Management
- Time Management and Organizational Skills
- Adaptability and Flexibility
- Attention to Detail
- Ability to Work Under Pressure

LANGUAGES

- **Arabic:** Native
- **English:** Good

VISA STATUS

- **I have a valid residency for two years**