

Mohamed Sirag

CUSTOMER SERVICES REPRESENTATIVE

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Objective

Dynamic customer service professional proficient in Arabic and English, with a typing speed of 35+WPM and proficiency in CRM systems. Experienced in delivering exceptional service across various industries, I am dedicated to exceeding customer expectations and fostering positive relationships. My bilingual abilities enable me to effectively communicate and resolve inquiries, ensuring satisfaction across diverse clientele. Additionally, I possess strong skills in setting and achieving KPIs, utilizing data analysis and strategic planning to optimize performance and drive results.

Experience

MIG Group | Customer Service Representative

2023-2024

- Responded promptly and professionally to customer inquiries via phone, email, and chat regarding product features, technical specifications, pricing, and availability.
 - Document and track customer interactions, feedback, and inquiries using the company's CRM system.
 - Improved first call resolution rate from 70% to 85% by implementing comprehensive training programs and empowering frontline staff with resources.
 - Met or exceeded performance targets for call quality, productivity, and customer satisfaction
 - Process orders, returns, exchanges, and refunds accurately and efficiently
 - Reduced customer churn rate by 20% through proactive outreach, addressing concerns, and providing personalized solutions to retain at-risk customers.
 - Collaborate with the sales and marketing teams to promote new products, special promotions, and upselling opportunities to customers
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Alneelain University | IT Technical Support

2022 - 2023

- Provided technical support to employees by troubleshooting hardware and software issues, installing updates, and configuring network settings.
- Assisted in the setup and deployment of new computers, printers, and other IT equipment.
- Documented support tickets, resolutions, and troubleshooting procedures for future reference.
- Participated in team meetings and training sessions to enhance technical skills and knowledge of IT systems.

Kamal Technology | Customer Services Representative**2021-2022**

- Provide exceptional customer service by assisting customers with inquiries, troubleshooting technical issues, and recommending suitable products.
 - Process customer transactions accurately using POS system, handle returns and exchanges, and maintain a clean and organized store environment.
 - Utilize product knowledge to educate customers on various computer products, including laptops, desktops, peripherals, and accessories.
 - Collaborate with the sales team to achieve sales targets and promote special offers or promotions.
 - Assist with inventory management tasks such as receiving shipments, updating product displays, and conducting stock checks.
 - Resolve customer complaints or concerns in a professional and timely manner, ensuring a positive shopping experience.
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NFIS | Receptionist**2020 - 2021**

- Greeted visitors and clients in a friendly and professional manner
 - Implemented a visitor feedback survey system, resulting in a 20% increase in positive feedback and suggestions for improvement
 - Received consistent positive feedback from management and visitors on the cleanliness and organization of the reception area
 - Implemented a new scheduling system, resulting in a 20% reduction in wait times for appointments
 - Managed a multi-line phone system, answered inquiries, and directed calls to the appropriate departments
 - Handled incoming and outgoing mail and maintained office supplies inventory
 - Reduced office supplies expenses by 10% through careful monitoring of inventory levels and negotiating better deals with supplier
 - Reduced average wait time for visitors by 30% through efficient call handling and streamlined check-in processes
 - Assisted with administrative tasks such as data entry, filing, and document preparation
 - Provided administrative support to various departments as needed
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Skills & abilities

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| • Active listening | • Quick learner |
| • Excellent communication skills | • Time Management |
| • Patience | • Interpersonal Skills |
| • Empathy | • Problem-Solving Skills |
| • Customer Satisfaction | • Teamwork |
| • Fast typing 35+wpm | • Technology Proficiency (ERP Systems , CRM) |
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Education

- **Bachelor's Degree in Management Information Systems, Computer Science & Information Technology, University of alneelain 2020**

- Customer Services Excellence, MIG Group Company, 2023
- ISO, Afro-Tech Training Center, 2022
- Administrative Skills, Vista-Tech Training center, 2022
- Organization Management, Vista Training Center, 2022
- Basic Accounting, Durban Center for Training and Human Development, 2020

Languages

- Arabic (Native)
- English (Advance)