

NOUR ELDIN MOHAMED

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Profile Summary

A skilled specialist with a successful history in customer service, management, leadership, executive sales management, and working on banking systems professionally. An enthusiastic individual who enjoys working with people in long-term relationships. Passionate about creating organizational success for the brand through excellent customer service.

Work Experience

- **Secretarial & Data Entry Employee** | a legal consulting Office.

Organizing appointments, preparing memos, conducting correspondence, attending meetings editing Minutes, preparing and submitting work reports.

- **Customer Care Executive (Call Center Agent)** | Vodafone 888 Account.

Communicate with customers who have escalated issues to determine a useful solution and ensure timely follow-up to verify complaints are addressed and completed. Cooperating with colleagues to identify areas of improvement, renew departmental performance, and develop ideas for better customer service.

- **Customer Care Executive Team Leader** | Vodafone 888 Account.

Supervise a team of customer service associates and lead weekly discussions to facilitate the establishment of team and individual goals. Apply organizational policies to provide customer service and ensure that changes or modifications in procedures are understood. Maintained a seamless record of effective staffing with proactive responses to employee illness, turnover and unreliable attendance.

- **Marketing Sales Manager** | Arrow Medical Supplies Company.

Promoting and selling products and solutions, providing after-sales services to customers, informing customers of latest offers, following up on sales-related inquiries.

- **Customer Service Representative & Executive Sales Manager** | Vodafone Egypt store.

Promoting and selling products and solutions, providing after-sales services to customers, informing customers of latest offers, following up on sales-related inquiries.

- **Customer Service Representative (Call Center Agent)** | the National Bank of Egypt.

Solve customer problems, inform the company of the status, alert the company to ongoing problems with customers, answer customer inquiries, provide special services and care for clients.

Skills

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|-------------------------------|------------------------------------|
| • Managing operations | • Multiline phone etiquette |
| • Customer account management | • Communication and teamwork |
| • Complaint resolution | • Microsoft Office and CRM |
| • Report preparation | • Data entry and technical support |

Education

Assuit University | 2018

Bachelor's degree in Social Work

Other

Technical Skills: CRM System, Microsoft Office.

Language: Arabic (Native), English (Good).

Experience Certificates: Available when requested.

Driving License: Private 326599.