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Dubai, UAE

Education

Bachelor of Computer Science

Highest Special Institute of Technological Studies (Future Academy) Cairo, Egypt
Sep 1999 – Jun 2003

Grade: Very Good

Diploma in Programming from YAT Education Centre.

Basic Group

- Introduction & Windows XP.
- Programming Language (Basic - C - C++ - VB.NET)
- Database (MS Access – SQL Server)
- DOS (Disk Operating System).
- Network
- Microsoft Office XP & 2003,2007, Package (Word-Excel - Access - FrontPage - PowerPoint).
- Web Developing (HTML Language – FrontPage).

Muller Ghaly

Professional summary

Dedicated customer service management professional with extensive experience in fast-paced call centre environments. Led by example to provide first-class customer care. Motivated, mentored and incentivised teams to achieve productivity and performance targets.

Work History

October 2023-Current

Operations and Customer Service Manager | Flyin & ClearTrip Dubai Office, Dubai, UAE.

- Investigated customer issues to find acceptable conclusion and prevent recurrence.
- Advised management of customer service teams, creating proactive strategies to maintain best practices.
- Took ownership of escalated customer issues and followed through to resolution.
- Recruited customer service team members and mentored in company policies and best practices.
- Led customer service activity and prioritised positive experiences through responsive support.
- Approved order changes and refunds, acting to limit losses whilst maintaining customer satisfaction.
- Recognised issues and implemented corrective actions for continual improvement.
- Investigated customer complaints and implemented strategies to mitigate future issues.
- Delivered feedback constructively to enhance staff performance.
- Delivered exceptional customer service by proactively listening to concerns and answering questions.
- Successfully delivered on tasks within tight deadlines.
- Cooperating with finance team by sending daily report of the daily bookings and the transactions to in order to discover the fraud cases to reduce the company's losses as much as possible

June 2021-September 2023

Fulfilment and Ticketing Specialist | Flyin & ClearTrip, Cairo, Egypt.

- Worked as a fulfilment and ticketing specialist using GDS Systems (Amadeus – Galileo – Sabre), Also I have a very good experience using 90% of airline LCC portals.
- Negotiated corporate reservation rates to meet customer budget requirements.
- Verified customer passports and documentation to travel.
- Created and communicated clear, detailed itineraries ahead of travel.

April 2019-June 2021

Ticketing and Reservation Officer | EgyptAir airline out source with Teleperformance, Cairo, Egypt.

- Employed strong product and GDS systems knowledge to handle booking enquiries.
- Addressed and resolved customer complaints to maintain customer loyalty and satisfaction.
- Conducted calls professionally and politely to maintain excellent service standards.
- Studied travel requirement details before selling tickets to accurately and knowledgeably answer customer questions.
- Completed bookings and reservation amendments using GDS System (Amadeus).

Personal Details

DATE OF BIRTH

13/10/1982

NATIONALITY

Egyptian

MARITAL STATUS

Married

VISA STATUS

Resident

March 2005-August 2019

Customer Service Agent Representative | Airfare.com, Cairo, Egypt.

- Answered customer telephone calls promptly and improved on-hold wait times.
- Resolved customer complaints following guidelines and referred complex inquiries to team leaders.
- Managed [100]+ daily calls, taking orders and escalated airline ticket cancellations and reschedules.
- Dealt with high-volume calls and emails competently to meet service targets.
- Completed bookings and reservation amendments using Amadeus, Sabre and Galileo GDS system.
- Upsold guest experiences to maximize average booking value.
- Processed payments and online bookings with zero error.

December 2003-March 2005

QA Manual Test Engineer | Airfare.com, Cairo, Egypt.

- Evolved and documented detailed company website testing plans to suit business needs.
- Addressed problems critically, implementing optimal solutions to boost overall the company website performance.
- Oversaw focused testing processes to capture meaningful insights into current website processes.
- Advised stakeholders on engineering procedures involved with the company website.
- Communicated with the programmers clearly and concisely regarding potential website issues.
- Identified bugs, issues and problems, managing corrections through to resolution with the programmers' team.
- Worked with programming teams to facilitate smooth transition from design and testing to publishing of the website

Skills

- Fluent written and oral English skills
- Working very well in using GDS Systems (Amadeus – Galileo – Sabre)
- Answering phones professionally, courteously and promptly
- Completing all ticketing, secured payments and submitted all monies and paperwork.
- Preparing detailed itineraries upon bookings to ensure accuracy of reservations and provided confirmation to clients
- Attending staff and training meetings
- Responsible for answering all phone calls from members traveling or needing information to any destination and booking such reservations in a timely and efficient manner
- Keep Customer informed of airline rules and regulations, tariffs and other industry requirements
- Responsible for working in a successful team, creating imaginative marketing and promotional material
- Providing a personal customer service, making every customer feel special
- Achieving results, from browsing for best suited destinations to confirmation and booking, being part of the customers dream holiday which is extremely rewarding
- Working with customers to create an exciting travel itinerary, tailor made to what the customer specified
- Fulfilment subject matter expert

Custom

- Microsoft Access, YAT Education Centre, Official Certification
- Programming, YAT Education Centre, YAT Professional Diploma
- Microsoft SQL Server 2000
- NET Framework
- Visual Basic .NET