

AHMED SALEH AHMED

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Objective

5 years experience of Dedicated Customer Service Representative skills to providing quality support care for ultimate customer satisfaction. Ability to establish& maintain excellent communication & relationships with clients. . Ability to identifying customer needs and delivering effective solutions to all problems.

Personal Details

- Date of Birth : 22/01/1987
- Nationality : EGYPTIAN
- Military status : Exempted

Experience

- **Vodafone Uk** 11/10/2019 - 2020
Customer service agent
Handled customer emails and responded to inquires about services,,
Worked to guide customers for immediate issue resolves faster.
Handled large volume of calls on daily basis with skills to identify them.
- **Grand pyramids hotel** 20/10/2020 - 11/11/2021
Customer service receptionist
Maintained up to date knowledge of the availability of rooms to guests
Handled customer calls and responded to inquires about hotel,,
Worked to address all customer concerns in short time and effective manner.
- **MAF(carrefour hypermarket)** 11/11/2022 - 10/10/2023
Customer service agent
Provided high quality customer service to customers. .
Answered all questions regarding products and promotions.
Aimed to keep customers satisfied.

Education

Course / Degree	School / University	Grade / Score	Year
Bachelor Degree in English language & translation	institution Aldarsat Alnowaaya for languages & translation	Very Good	2016

Skills

- English Language (fluent) Reading-Writing-Listening Arabic spoken-written fluent
- * Professional on Microsoft office -OS- * Super fast data typing skills * Super fast data entry skills
- Using all Microsoft Windows platforms Proficiency in basic computer skills and familiarity with configured telecommuting computer systems,phones
- Experience in customer service or operations offices. Excellent communication and problem-solving skills abilities
- Previous experience in a call resolving skill at customer service call centers, Online resolutions support too
- Ability to multitask and handle stressful situations
- Ability to work flexible hours, including weekends and holidays extra hours too
- Strong verbal and written communication.

Qualifications Skills

- I'm qualified customer service agent by providing support to customers ,as resolving inquiries across multiple channels, including phone, email, chat, sms, social media.
- i will ensure high-quality customer service,
- respond to questions, resolve issues, and promote products or services .
- I have effective communication, problem-solving skills, and a customer-first mindset
- Helping customers configuring their Androids -iphones-laptops regards their request as guide to fix issues
- Troubleshooting customers problems by logging issues and reporting them
- helping beginners customers to use the company services smoothly
- Following up the issues with customers for customers satisfaction purposes
- Answer incoming calls, emails, chats, and messages from customers with professionalism and empathy.
- Assist customers with inquiries related to products, services, accounts, billing, technical support, and other general information.
- Handle complaints, provide appropriate solutions, and follow up to ensure customer satisfaction.
- Diagnose and resolve technical or service issues by guiding customers through solutions.
- Escalate complex cases to supervisors or relevant departments when necessary.
- Track and document customer interactions accurately in the CRM system.
- Maintain a thorough understanding of the company's products and services.
- Provide feedback on recurring customer issues or potential improvements in service quality.

Key Responsibilities

- - Answer incoming calls, emails, chats, and messages from customers with professionalism and empathy.
 - Assist customers with inquiries related to products, services, accounts, billing, technical support, other general information
 - Handle complaints, provide appropriate solutions, follow up to ensure customer satisfaction.
 - Diagnose and resolve technical or service issues by guiding customers through solutions.
 - Escalate complex cases to supervisors or relevant departments when necessary.
 - Communicate clearly and concisely, adapting communication style to different customer personalities.
 - Accurately record all customer interactions, including issues and resolutions reports