

# Wesam Mohamed

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Abu Dhabi, UAE

## Summary

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A highly motivated and experienced customer service and sales representative with 11 years in customer support Currently at Du Telecom. With background in accounting and computer skills

## Personal Details

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- Nationality: Egyptian
- Marital Status: Single
- Visa Status: Employment Visa
- Driving License: Available (UAE & Egypt)

## Education

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- Bachelor of Tourism 6 October- Cairo- Egypt -2011.

## Experience

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Position: Team Leader

Company Name: DU Telecom Company



Period: JULY 2019 – Oct 2023

### Job Description:

- Respond to customer complaints and concerns in a professional manner.
- Motivate the sales team to meet sales objectives by training and mentoring staff.
- Promote, attract and convince customers with DU offers.
- Create business strategies to attract new customers, expand store traffic, and enhance profitability
- Count cash at the end of the shift and manage bank deposits.
- Train and integrate Staff and Ensure industry rules and regulations are followed.
- Transfer products and other objects to and from the worksite on occasion.
- Doing daily, weekly and monthly report, Monitoring inventory levels and order new items.
- Ensure proper in-store Brand execution according to established standards and directives
- Ensure all store team members are trained on Foundational and Seasonal Brand and product knowledge
- Manage all store operations in a systematic and efficient manner, as per established policies and procedures
- Ensure all established Visual Merchandising and In-Store

Position: Duty Manager

Company Name: Etisalat

Period: Sep 2017 - June 2019

Job Description:



**1. Operational Oversight:**

- Supervise day-to-day operations to ensure smooth functioning of all departments.
- Coordinate with department heads to address operational challenges and streamline processes.
- Monitor key performance indicators (KPIs) to assess operational efficiency and identify areas for improvement.

**2. Customer Service Excellence:**

- Uphold Etisalat's commitment to delivering exceptional customer service at all touchpoints.
- Resolve escalated customer issues promptly and effectively, ensuring customer satisfaction.
- Implement strategies to enhance customer experience and loyalty.

**3. Team Leadership:**

- Lead, motivate, and develop a team of operational staff, fostering a culture of collaboration and accountability.
- Provide guidance and support to team members, promoting their professional growth and development.
- Conduct regular performance evaluations and provide constructive feedback to drive continuous improvement.

**4. Emergency Response and Crisis Management:**

- Act as a point of contact during emergencies or crisis situations, coordinating response efforts and ensuring the safety of employees and customers.
- Develop and implement contingency plans to mitigate risks and minimize disruptions to operations.

**5. Compliance and Quality Assurance:**

- Ensure compliance with company policies, procedures, and regulatory requirements.
- Conduct regular audits and quality checks to maintain high standards of service delivery.
- Implement corrective actions as needed to address non-compliance issues and improve processes.

**Qualifications and Skills:**

- Proven experience in a supervisory or managerial role, preferably in the telecommunications industry.
- Strong leadership and communication skills, with the ability to effectively motivate and influence others.
- Excellent problem-solving abilities and decision-making skills.
- Proficiency in Microsoft Office suite and other relevant software applications.
- Flexibility to work in a dynamic and fast-paced environment, including weekends and holidays if required.
- Knowledge of UAE labor laws and regulations is desirable.

## SKILLS

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- Customer Satisfaction • Creative Problem Solving • Decision-Making
  - Multi-Tasking Leadership Skills • Effective communication • Management skills