

Mohamed Atef Mohamed Ali

Customer Service

✉ mohammedatefali91@gmail.com



+971561871725

📍 Sharjah, United Arab Emirates

Summary

Experienced customer service representative with 3+ years of expertise in providing professional and efficient support to diverse customer bases. Known for excellent communication skills, a customer-centric mindset, and the ability to handle challenging situations with composure. Proficient in using technology to streamline processes and enhance customer satisfaction. Passionate about delivering solutions that exceed expectations and contribute to business success

Education

Ba Arts and Education in Psychology

2017-2021

Zagazig University

Grade: Very Good

Professional Experience

- **Customer Service Representative**

Feb 2023- Sep 2024

- **ELARABY Group TOSHIBA - Cairo , Egypt .**

- Respond promptly to customer inquiries and concerns via phone, emails, or chat
- Resolve customer issues and complaints effectively and efficiently
- Manage high volumes of inbound and outbound calls

- **Call Center**

Feb 2021 – Jan 2023

- **MTC HEALTH CARE – Cairo , Egypt .**

- Take customer calls and provide accurate, satisfactory answers to their queries and concerns
- De-escalate situations involving dissatisfied customers, offering patient assistance and support
- Call clients and customers to inform them about the company's new products, services and policies
- Guide callers through troubleshooting, navigating the company site or using the products or services.

Courses

- Fundamentals of Customer Service .
- Effective Communication for Customer Service .
- Conflict Resolution for Customer Service .
- Marketing Fundamentals for Salespeople .
- Time management for Customer Service
- CRM Tools Training (Salesforce – HubSpot) .
- ICDL .

Skills

- Teamwork and Collaboration
- Problem Solving
- Customer Service Excellence
- Exceptional customer service
- Lead Prospecting
- Effective communication skills
- Service Agreements Management
- Crisis management: Skilled in dealing promptly with customer complaints and issues.
- Technology proficiency: Adept with CRM software and call centre systems.
- Multitasking: Capable of handling multiple tasks efficiently without compromising service quality.

Language

- Arabic
- English