



# MOSTAFA AHMED ALAA


CUSTOMER SERVICES & FRONT DESK

## CONTACT

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 DUBAI - UAE

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 Egypt

## EDUCATION


**Bachelor Of Arts**  
**Alexandria University**

2014- 2018


**Dep:** Information Science

**Grade:** Good

## SKILLS

 Critical Thinking

 Time Management


 Build Relationships Easily

 Communication

 Negotiating

 Efficiently And Effectively.

## LANGUAGES

 Arabic: Native

 English: Excellent

## CAREER OBJECTIVE

Diligent and personable customer service representative seeking a position in which my communication skills combined with my problem-solving skills can be useful in serving customers. Capable of handling multiple tasks in a fast-paced environment. Able to keep customers happy and smiling while resolving their issues in the shortest time possible.

## EXPERIENCE

### Customer Care Unit - Chat & Emails

#### *Octopus Outsourcing LLC - Egypt (2020-2022)*

- Answering inquiries about a company's products or services.
- Tracking orders and transactions.
- Providing proactive customer needs.
- Handling customer complaints.
- Well-managed the KPI and FCR.

### Front Desk Receptionist

#### *Marseille Group - Egypt (2018-2019)*

- Greet all guests and assist them with check-in and check-out.
- Maintain a positive attitude and friendly demeanor.
- Respond to all guest inquiries and requests.
- Manage guest bookings and reservations.
- Assist with administrative and clerical tasks as requested.

### Front Desk Receptionist

#### *Alex West Medical center - Egypt (2017-2018)*

- Welcoming patients and visitors, answering the telephone, and answering any inquiries.
- Scheduling appointments and keeping those appointments on time.
- Assisting patients with completing necessary forms and documentation.
- Processing billing and payments, using the software.
- Scanning, filing, and mailing documentation.
- Monitoring and ordering stationery and clinical supplies.

ALL DOCUMENTS ARE AVAILABLE UPON REQUEST