

AHMED ELSAYED

Dubai, Mirdif | 0504472387 | ahmedsayed2b@gmail.com

Professional summary

Dynamic and customer-focused professional with a proven track record in customer service and problem solving . Seeking a challenging role in a reputable organization to leverage communication skills, initiative, and problem-solving abilities to drive organizational success and achieve professional growth.

Education

Sohag University.

Faculty of Arts,

Bachelor's degree in Arabic-English Translation.

Experience

Cashier | Al Balad Restaurant. (Dubai)

Oct 2021 To Oct 2023

- Provided excellent customer service to over 100 customers per day.
- Accurately processed all financial transactions.
- Maintained cash register and ensured that all funds were accounted for.
- Increased customer satisfaction by 10% by implementing new customer service procedures.

Customer service agent | Vodafone Egypt.

May 2019 To July 2021

- Handling customers objection via inbound calls.
- Checking their devices on the system and solving the issues.
- Communicating with the HQ to check the escalations.
- Connect the inverters to their WIFI for monitoring purposes.

Skills

Customer Service Skills

- Excellent customer service skills.
- Ability to handle customer complaints and resolve issues promptly and efficiently.

- Strong interpersonal and communication skills.

Teamwork Skills

- Ability to work effectively as part of a team.
- Experience leading and managing teams.
- Proven ability to achieve common goals.

Communication Skills

- Excellent written and verbal communication skills
- Ability to communicate effectively with customers, colleagues, and managers
- Experience giving presentations and training others

Computer Skills

- Proficient in Microsoft Office Suite, including Word, Excel, PowerPoint, and Outlook
- Comfortable with Windows OS
- Strong internet navigation skills

LANGUAGES

- Arabic: Native proficiency
- English: Excellent

PERSONAL INFORMATION

- Date of Birth: 12th October 1995
- Marital Status: Married
- Nationality: Egyptian