

# Mohammed Abdelhadi Abdelrahman

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☎ 971-569061072

📍 United Arab Emirates

📅 12/23/1991

🇪🇬 Egyptian

♂ Male

🏆 Completed

👤 Single

## 👤 Profile

- To seek and maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management, and problem-solving skills.
- Organized and dependable candidate successful at managing multiple priorities with a positive attitude.
- Willingness to take on added responsibilities to meet team goals. Detail-oriented team player with strong organizational skills.
- Ability to handle multiple projects simultaneously with a high degree of accuracy.
- Organized and -efficient Data Entry Clerk with six years of experience in data organization, proofreading, and word processing. Multi-talented in smoothly handling office administration support tasks. Team player works to support group efforts to meet critical deadlines.
- Responsible Data Specialist bringing abundant experience from varying data entry settings. Well-coordinated and detail-oriented in addressing and resolving system issues to complete assignments. Decisive and analytical problem-solver.

## 🏢 Professional Experience

05/2021 – 11/2023  
Cairo, Egypt

### **Order Management Specialist, Telecom Egypt** 📄

- Check pools on a daily basis and Monitor cases for keeping SLAs for related ADSL, VDSL, and FTTH products.
- Creating and updating necessary sheets/records related to daily operations keeping track of any number handled.
- Follow-up day-to-day order activities report/deliverables/assignments/tickets with concerned stakeholders and continuously update records in line with established procedures and track progress to ensure compliance with plan/contractual requirements/SLA's requirements.
- Prepare support documents/reports to provide efficient support to projects as required
- Identify and define, where possible, day-to-day problems within orders, suggest corrective actions and solve issues where possible, and refer upwards for advice/guidance as needed.
- Gather and summarize information on order activities and prepare standard daily reports to keep management informed of progress.
- Handle daily requests for ADSL/VDSL/FTTH/ Cancellations/requests for installation/refunds requests/ after sales/splitting issues.
- Check the availability of the line and submit ADSL new orders and cancellation requests as per SLAs.
- Issue work orders for installations/cancellations and follow-up until fulfillment to ensure abidance by SLA's requirements
- Monitor and take measures for keeping SLAs through emails, phone calls, and other communication techniques, escalating delays to higher levels and tracking progress, and notifying seniors, and supers with delays.

03/2019 – 04/2021  
Cairo, Egypt

### **Corporate Account Specialist, Telecom Egypt** 📄

- Handle customer requests upon Receiving TT from the Sales department according to service level assurance.
- Ensures data accuracy.
- Ensure that customers and documentation are authentic, and adhere to and confirm quality assurance standards.
- Ensures avoiding ineligible and fraudulent cases away from the company through fraud detection skills.
- Well awareness of Enterprise/Governmental establishment Documents
- Auditing on corporate accounts structure and activated dials.
- Ability to negotiate and find solutions for unclear company documents.
- to ensure customer satisfaction, in addition to carrying out necessary actions in order to provide customers with complete and correct responses to their inquiries, resolve their problems, and handle their complaints.
- Handling various types of customer correspondences in a professional and convivial manner through inbound calls while adhering to quality standards and service levels to maintain customer satisfaction.
- Promoting and maintaining vigorous and positive corporate image and identity during interactions with customers.

07/2017 – 02/2019  
Cairo, Egypt

### **Customer Consumer Specialist - Back Office Postpaid, Telecom Egypt** 📄

- Handle customer requests upon Receiving TT from the Sales department according to service level assurance.
- Ensures data accuracy.
- Initiate outbound calls.
- Maintained and managed customer files and databases.
- Ensure that customers and documentation are authentic, adhere and confirm to quality assurance standards.
- Ensures avoiding ineligible and fraudulent cases away from the company through fraud detection skills.
- Initiate outbound calls.
- Offered advice and assistance to customers, paying attention to special needs or wants.

07/2014 – 05/2017  
Cairo, Egypt

### **Retail Sales Representative, Telecom Egypt**

- Drives customers, suggests selling, and shares product knowledge.
- Provide accurate information (e.g. product features, pricing, and after-sales services)
- Answer customers' questions about specific products/services
- Conduct price and feature comparisons to facilitate purchasing
- Coordinate with the Retail Sales Representatives team to provide excellent customer service (especially during peak times)
- Inform customers about discounts and special offers
- Provide customer feedback to the Store Manager

- Stay up-to-date with new products/services

05/2013 – 05/2014  
Cairo, Egypt

**Customer Service Support, Orange** 

- Provided primary customer support to internal and external customers.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Processed customer adjustments to maintain financial accounts.
- Recommended products to customers, thoroughly explaining details.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Updated account information to maintain customer records.
- Supported customer questions and issues by gathering data, analyzing needs, evaluating possible resolutions, and implementing the best solutions.
- Recommended solutions to complex situations through research and critical thinking and escalated customers to supervisors for enhanced support.
- Connected with customers to address questions and resolve issues through phone and email.
- Participated in ongoing training to learn new products and enhance skills to optimize customer support delivery.

 **Education**

01/2010 – 03/2013  
Cairo, Egypt

**Bachelor's Degree of Spanish Language, The University of AL Azhar**

- I graduated from the University of AL Azhar, Faculty of Languages and Translation.
- Department of Spanish

 **Languages**

- English
- Spanish
- Arabic


 **Skills**

**MS Office | Effective communication | Training and mentoring | Achievement orientation | Quality Management**  
**Process Analysis | Negotiation | Data analysis | Mail handling | Data verification | Critical Thinking (Decision-Making)**  
**Document review | Adaptability & flexibility | Planning & organization | Teamwork**


 **Certificates**

**Certified in the Spanish Language**   
institution of Cervantes

**Certified in the English Language**  
institution of Capsules

**Data analyst**   
A certificate of Data Analysis from Udacity

**Certified in Adobe Photoshop**   
National Telecommunication Institute.

**Certified in Adobe Illustrator**   
National Telecommunication Institute.

**Certified in Adobe Premiere**   
National Telecommunication Institute.

 **Awards**

11/2019 **Best Employee, Telecom Egypt**  
 12/2018 **Best Employee, Telecom Egypt**  
 11/2018 **Best Employee, Telecom Egypt**  
 09/2018 **Best Employee, Telecom Egypt**