

AHMED YOUSSEF HUSSEIN

Customer Service Agent_sales

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SUMMARY

Motivated and exuberant a Challenging position with a dynamic and progressive organization where I can integrate and utilize my professional experience and skills in sales and as an administrative bank assistant. I am highly motivated and driven with the ability to solve problems and to make timely guest service decisions. I am proactive with a demonstrated eye for detail and leadership ability that supports an environment of employee growth and development, interdepartmental teamwork and exceptional customer service

EXPERIENCE

Contact center operation agent

CIB Egypt 12/2022 - 11/2023 Cairo

- Successfully engaged 200 new customers
- Maintained close contact with the client as a 3rd line of support
- Resolved an average of 75% of issues on the initial contact with the customer
- Reduced shifts from 24/7 to single shift operation
- Surpassed weekly call center metrics (minimum of 100 cold calls / day)
- Resolved over 45 customer issues per day, boosting customer service reviews

Salesman

Banque du Caire 01/2021 - 11/2022 Cairo

- Opened a customer service line which runs 24/7; to keep track with customer's inquiries and update them of new products and services
- Recruited and worked with a team of 4-6 people
- I worked as a salesman for 13 months

Bank Teller

The Egyptian Exchange 01/2020 - 01/2021 Cairo

- Educated customers about investment opportunities and made 20+ referrals per month to personal bankers
- Increased new bank relationships within the local community 30% by executing quarterly promotions

Cashier

Pizza Hut 03/2016 cairo

- Operated cash register for cash and credit card transactions with 100% accuracy
- Manned checkout for customer sales, averaging over 300 customers per day
- Manage financial transactions totaling \$1000+ daily and balanced drawer

LANGUAGES

Arabic Native ●●●●●

English Proficient ●●●●●

EDUCATION

Sharia of law

Al Azhar University

09/2016 - 05/2020 Cairo, United States

TRAINING / COURSES

Financial education course 2022

Field training for communication skills from CNE

SKILLS

Word processing software

Email management

Social media management Data Entry

Instant messaging