



# MOHAMED MANSOUR

*Customer service*

## CONTACTS

### PHONE NUMBER

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### EMAIL

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### ADDRESS

*Dubai, United Arab Emirates*

## LANGUAGES

- English



- Italian



- Arabic



## WORK EXPERIENCE

### CUSTOMER SERVICE

*Cairo, Egypt*

*Commercial International Bank*

*Apr 2023 – Nov 2023*

- Marketing and selling credit cards to consumers.
- Explaining and clarifying the benefits the buyer stands to gain from the purchase.
- Responsible for offering credit card samples and catalogs to clients; educating them on the terms and use of the cards as well as the prices; and also present client's credit card needs to the organization and offer ways to meet them.
- Providing customer support; answering client's questions within set standards, and helping them resolve complaints about the credit cards or issues that may arise during usage.

### UNDERWRITING

*Cairo, Egypt*

*Paymob*

*jan 2022 - Apr 2023*

Underwriting specialist.

### CUSTOMER SERVICE

*Cairo, Egypt*

*APT*

*Sep 2020 - Dec 2021*

- handled customer complaints and inquiries in a professional and courteous manner.
- performed daily customer service related tasks such as data entry and order processing.
- Developed and maintained positive relationships with customers through excellent communication and follow-up skills.

## EDUCATION

2020

### BACHELOR DEGREE,

*Faculty Of Commerce, Cairo, Egypt*