

# Mostafa Ahmed Mostafa Sharaf

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**Nationality:** Egyptian | **Phone number:** (+971) 582907673 (Mobile) | **Email address:** [Ma7088076@gmail.com](mailto:Ma7088076@gmail.com) |

**Address:** Dubai , United Arab Emirates (Home)

## ● ABOUT ME

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As a dedicated and results-oriented customer service professional, I have a proven track record of delivering exceptional customer experiences. With strong communication skills and a knack for problem-solving, I excel in addressing customer inquiries and resolving issues efficiently. My experience includes managing high call volumes, utilizing CRM systems effectively, and maintaining a high level of customer satisfaction. I am committed to continuous improvement and thrive in dynamic, team-oriented environments. My goal is to leverage my skills and experience to contribute to the success of a customer-focused organization.

## ● EDUCATION AND TRAINING

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24/09/2018 – 01/06/2022 Cairo, Egypt

**HIMS UNIVERSITY** System and Information

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## ● WORK EXPERIENCE

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10/05/2022 – 15/04/2023 Cairo , Egypt

**XCEED** CALL CENTER AGENT

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1. Receiving Calls
2. Problem Solving
3. Providing Information
4. Data Entry
5. Customer Follow-Up
6. Sales Support
7. Training and Development
8. Teamwork
9. Preparing Reports
10. Adhering to Policies

01/05/2023 – 01/05/2024 Cairo , Egypt

**TELEPERFORMANCE** CUSTOMER SERVICE AGENT

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1. Receiving Calls
2. Problem Solving
3. Providing Information
4. Data Entry
5. Customer Follow-Up
6. Sales Support
7. Training and Development
8. Teamwork
9. Preparing Reports
10. Adhering to Policies

## ● DIGITAL SKILLS

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Microsoft Office (Outlook, Excel, Word, PowerPoint) | Data Entry & Organization of Data

## ● ORGANISATIONAL SKILLS

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### SKILLS

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- Project Management
- Public Relations

- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

## ● **LANGUAGE SKILLS**

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Mother tongue(s): **ARABIC**

Other language(s): **ENGLISH**