



# Mahmoud Saeed

## Customer Service Representative

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## Personal Information

- **Date of Birth:** 15 - 4 - 1999
- **Nationality:** Egyptian
- **Military Service:** Completed

## Languages

- **Arabic:** Native
- **English:** Proficient

## Technical Skills

- **Microsoft Office**
- **Advanced in Excel**

## Skills

- **Communication skills**
- **Negotiation skills**
- **Persuasion skills**
- **Meticulous**
- **Analytical Thinker**
- **Cooperative**
- **Forward planner**
- **Industrious**
- **Rapid Assimilator**
- **Reliable**

## CAREER OBJECTIVE

Compassionate and detail-oriented customer service representative with strong problem-solving skills and dedication to enhancing customer experiences. Seeking to join a dynamic team I can contribute to maintaining high satisfaction levels while effectively addressing customer inquiries and concerns.

## Education

**Bachelor degree of Business Administration | Alexandria university**  
Department: Finance 1 Oct 18 - 1 Jun 22

## Experience

**Call Center Agent** Jan 2024 - Aug 2024

### du Account – Sutherland Global Services

- Respond to customer inquiries via calls, emails, and web chat, providing assistance and resolving issues.
- Conduct telesales and market research, reaching out to both new and existing customers.
- Offer expert advice on products and services, guiding customers to the best solutions.
- Troubleshoot and resolve mobile phone issues for customers.
- Provide guidance on various topics, including legal information, welfare benefits, and career advice.
- Maintain and update customer records in computer databases.

**Sales Account Executive** Oct 2023 - Jan 2024

### Linkers Shipping and Logistics Company

- Successfully sold freight services for inbound and outbound logistics, achieving targets
- Developed and executed a social media marketing strategy that increased brand visibility and generated new leads.
- Created targeted lists of potential customers and effectively pitched logistics solutions, resulting in effective deals
- Fostered relationships with clients to understand their needs and provide tailored shipping solutions.

### Financial accountant

#### Eg-Trainers company | Alexandria

- Preparing Documentary cycle
- Preparing Journal Entries and Registration in accounting records
- Preparing Trial balance
- Participate in preparing Financial Statements
- Business or sector: Finance

- **Advanced Excel- Online course**
- **Financial Statement Analysis- Coursera**
- **Professional Financial Accountant (PFA)- Institute of Armed Force**