

# ABDULLA MAMDOUH

## CUSTOMER SERVICE

I truly understand the importance to give a satisfactory Customer Service to each and every person I meet everyday. It makes it more challenging but also more rewarding. With over 5 years of experience, I am confident that I can work with the most effective and professional approach



## EXPERIENCE

**2016 - 2018**

**M.H. ALSHAYA.CO UAE**

**CUSTOMER SERVICE SPECIALIST**

- Collected customer feedback and made process changes to exceed customer satisfaction
- Engaged with customers to effectively build rapport and lasting relationships.
- Solved customer challenges by offering relevant products and services.

**2018 - 2020**

**Etisalat UAE**

**SENIOR CUSTOMER SERVICE SPECIALIST**

- Mentored and guided employees to foster proper completion of assigned duties.
- Generated reports detailing metrics such as call times and satisfaction ratings.
- Responded to customer requests for products, services, and company information.

**2020- present**

**Shokri Hassan Trdg LLC - E-Commerce**

**ADMINISTRATOR SUPERVISOR**

- Managing customer service department and logistic team.
- Planned and executed Company's marketing strategies
- checking website and application price.

## EDUCATION

**2011 - 2014**

**Alexandria University**

Bachelor of Tourism and Hotels Management

**2014 - 2015**

**Perth College of Education & Training**

English Conversation Course

**2020**

**Maharat Min Google**

Basic Digital Marketing

## SKILLS

Good communication

90%

Digital Marketing tool

50%

Team Leadership

85%

Closing sales

80%

## CONTACT



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**UAE, Driving license**



**UAE, Dubai, IMPZ**