



# Ahmed Rezk

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## PROFESSIONAL SUMMARY

Knowledgeable and dedicated customer service professional with extensive experience in banking industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses. Customer Service Representative bringing top-notch skills in oral and written communication, active listening and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires and providing customized solutions to build loyalty.

## SKILLS

- Customer support
- Documentation and reporting
- Sales expertise
- Calm disposition
- Gathering information
- Brand representation
- Customer Relationship Management
- Performance improvement
- Till counting
- Inbound phone calls
- Verbal and written communication
- Complaint resolution
- Logging call information
- Customer service optimization
- Call center operations
- Client communication
- E-commerce
- Account management
- Cash Handling
- Quality assurance
- Problem-solving skills
- Answering questions
- MS Office

## WORK HISTORY

### SME CONTACT CENTER ASSOCIATE

05/2018 to CURRENT

#### ADCB Bank | Dubai

- Adhered to company policies and scripts to consistently achieve call-time and quality standards.
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Maintained and managed customer files and databases.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Addressed customer account discrepancies and concerns.
- Maintained user account data by initiating account access and establishing in database.

- Responded to customer requests for products, services and company information.
- Helped Customers with online banking services and WPS.

## **CONTACT CENTER ASSOCIATE**

*09/2011 to 05/2018*

### **ADCB Bank | Dubai**

- Adhered to bank policies and scripts to consistently achieve call-time and quality standards.
- Compiled status and performance reports for team leaders to address bank strengths and weaknesses.
- Responded to customer calls and emails to answer questions about services.
- Engaged in learning and development opportunities to promote continued performance improvement.
- Achieved high satisfaction rating through proactive one-call resolutions of customer issues.
- Performed various clerical duties by filing and faxing documents and creating customer databases.
- Approved and terminated customer contracts upon request.
- Placed outbound customer service or customer satisfaction calls to follow up on issues.
- Attended telephone skills and program information training sessions to boost aptitude.
- Sought out extra training opportunities to enhance customer relationship management abilities.
- Learned and maintained in-depth understanding of service information, providing knowledgeable responses to diverse questions.

## **CUSTOMER SERVICE ASSOCIATE**

*09/2008 to 09/2011*

### **Landmark Group, Max Showroom | Dubai**

- Developed and actualized customer service initiatives to decrease wait times.
- Maintained clean personal appearance, modeled store's outfits when working clothing department settings and wore uniforms per company policy.
- Demonstrated items to customers and created customer awareness, interest and sales.
- Evaluated account and service histories to identify trends, using data to mitigate future issues.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Improved customer satisfaction ratings by addressing issues and fostering timely resolution.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Executes excellent sales floor merchandising and selling.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.

**OUTDOOR SALES REPRESENTATIVE**

06/2007 to 06/2008

**Hoppy co. | Mansoura, Egypt**

- Created professional sales presentations and seminars to effectively demonstrate product features and competitive advantages.
- Met with existing customers and prospects to discuss business needs and recommend optimal solutions.
- Developed and delivered engaging sales presentations to convey product benefits.
- Enhanced marketing and sales strategies to increase profitability and develop organizational pipeline.

**CUSTOMER SERVICE REPRESENTATIVE**

05/2006 to 06/2007

**Al-Ansari Co | Mansoura, Egypt**

- Provided primary customer support to internal and external customers.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Collected and analyzed customer information to prepare product or service reports.
- Used company troubleshooting resolution tree to evaluate technical problems and find appropriate solutions.

**EDUCATION**

**Bachelor of Accountancy**

05/2006

**Faculty of Commerce, Mansoura University**

**TRAINING COURSES**

- Customer Really Matters, At : Max Landmark Group, 2009.
- Product Knowledge, At Max Landmark Group, 2010

**LANGUAGES**

**Arabic:** Native language

**English:** C2

