



MOHAMED NASER ABDELAZIZ

EXPERIENCE

April 2021 – Current - Customer Service Representative



At Al Baraha Smart Medical Examination Center. AL Kuwait Hospital.

- Ensure clients are properly greeted upon their arrival
- Ensuring and providing flawless, upscale, professional, and high-class customer service experience
- Analyzing customer feedback and providing strategic direction to continuously improve overall rating.
- Deal directly with customers either by telephone, electronically or face to face
- Handle and resolve customer complaints.
- Communicate and coordinate with internal departments.
- Have All the information about the medical examination for residency visa and emirates ID typing application. Visa stamping, birth certificate. documents and fees.
- Handling and making the registration for the PCR test on the citrix application system and follow up for the result

January 2021 - April 2021 - Call Center Agent



At Dubai Health Authority

- Manage large amounts of inbound and outbound calls in a timely manner.
- Evaluate problems and complaints of the callers and provide proper solutions to them
- Manage & update customer databases
- Handling appointments on SALAMA system
- Completing call notes and call reports as necessary and updating them in the CRM

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DETAILS

- Date of birth: 23-02-1992
- Nationality: Egyptian
- Marital Status: Single
- Country of birth: Saudi Arabia

LANGUAGE

- Arabic
- English

ABOUT ME

Customer Service Representative with over 4 years of experience in Telephone and face to face customer service including sales, tech support and customer care. Possess a positive attitude and strong communication skills. Also, I travelled a lot because I was a professional football player that's improved my skills in communicating with different nationalities.

October 2019 - July 2020 – Customer service agent



AT Vodafone Egypt

- Provide outstanding and exceptional customer service.
- Handle technical support issues and follow up to ensure resolution.
- Manage incoming calls and customer service inquiries.
- Provide customer with superior recommendations and actions to meet customer's satisfaction and loyalty

August 2018 - September 2019 – Receptionist



AT Alex New Medical center

- Welcoming patients and visitors and answering any inquiries.
- Scheduling appointments and keep those appointments on time
- Assisting patients with completing necessary forms and documentation.
- Processing billing and payments, using medical software
- Booking and organising staff and doctor meetings.
- register patients according to established protocols

EDUCATION

Faculty of Commerce Business and Finance department,
Alexandria, Egypt

- Bachelor's degree
- Graduated in 2018,
- took courses in English conversation and Communication skills.
- Microsoft office skills

REFERENCES

[Available upon request.]