



MOHAMMED REDA

**SR. CUSTOMER SERVICE
REPRESENTATIVE**

PROFILE SUMMARY

Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution. Keep records of customer interactions, process customer accounts and file documents. Follow communication procedures, guidelines and policies. Take the extra mile to engage customers.

WORK EXPERIENCE

● S.r Customer service representative - 2020 - 2022

OMB - Etisalat UAE - Ajman

- Manage large amounts of incoming phone calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers

● Customer service representative - 2016- 2020

Raya Contact center - Etisalat UAE - Dubai

- Attracts potential customers by answering product and service questions; suggesting information about other products and services.
- Opens customer accounts by recording and verifying account information.
- Cancel or upgrade account information.
- Place or cancel orders from direct customers, distributors and agents.
- Maintains customer records by updating account information.
- Resolves product issues (customer complaints) by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- May compile/provide reports on overall customer satisfaction.

PERSONAL DEATILS

Phone

0562100674

Email

mreda226622@gmail.com

Address

UAE -DUBAI

Nationality

Egyptian

EDUCATION

2008- 2012

**Bachelor Of foreign
Languages - French**

Minia university

LANGUAGE

- Arabic 
- English 
- French 



SKILLS

- Persuasive Speaking Skills
- Empathy
- Adaptability
- Ability to Use Positive Language
- Clear Communication Skills
- Self-Control
- Taking Responsibility
- Patience
- Attentiveness
- Time Management
- Willingness to Improve
- Knowledge
- Ability to Admit You Don't Have the Answer
- Effective Listening

ADDITIONAL INFORMATION

- Ability to re-allocate
- Available to join immediately

PERSONAL INTEREST

- Writing
- Blogging
- Learning languages
- Sports
- Photography

 <https://www.linkedin.com/in/mohamd-reda-177939195/>

● Customer service representative - 2014 - 2016

Raya Contact center - Etisalat UAE - Egypt

- Update customer accounts as needed, maintaining accurate records
- Adhere to all company policies and procedures
- Proactively resolve customer issues, taking ownership of the customer experience
- Creating and maintaining records of customer interactions with the company.
- Answer incoming customer phone calls and take appropriate action for each call
- Use company policies to determine if there can be an immediate resolution to a customer issue or if that issue requires managerial input
- Provide an excellent customer service experience to all customers, handling inquiries and complaints in a professional and efficient manner.

● Customer service representative - 2013 - 2014

Wasla outsourcing - Vodafone - Egypt

- Adhere to all company policies and procedures
- Identify customer questions, complaints, concerns, and overall needs and propose the best solution that meets customers' needs.
- Handle Customer queries through different channels i.e. Emails, Webchat, Phone Calls, etc. and ensure to facilitate them in best possible manner.
- Generate and follow up the leads for sales team by screening callers and identifying potential sales opportunities.

● Telephone operator - 2012- 2013

Dessole resorts & Hotels - Egypt

- Keeps updated on the telephone system and its operations.
- Keeps informed about the hotel's organization, its structure and officers, activities and promotions.
- Promptly, politely and accurately handles all telephone calls and messages according to corporate standards.
- Ensures all phones reported for maintenance are referred and completed by telephone technician.



Certificates

- Advanced Excel.
- Writing Customer Service Emails.
- Customer Service Problem Solving and Troubleshooting.
- Social Media Marketing : Social CRM.
- Retail Customer Service.