

ABDELRHMAN MOSTAFA MOHAMED

Customer Service Representative



ABOUT ME

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately



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Abdelrhmanarbood@gmail.com



Dubai, UAE

LANGUAGE

- Arabic (Native)
- English (Fluent)

EXPERTISE

- **KPI's knowledge.**
- **Excellent verbal and written Communication Skills.**
- **Time management.**
- **Problem solving.**
- **Rapid Learning.**
- **Active listening.**
- **Adaptability and Flexibility.**

EDUCATION

Cairo University Bachelor of Commerce

Accounting Department

2013- 2017

STRENGTHS

- **Handling challenges diplomatically**
- **Building rapport**
- **Empathetic**
- **Ability to multi task**
- **Attention to details**

EXPERIENCE

Customer Service Representative

Cupola Teleservices, Dubai, UAE

Nov 2022 - Present

- Assisting customer in queries, requests and resolving complaint through (phone, chat and emails) in a timely manner to deliver exceptional customer service and do (CRM) for every case.
- Follow all relevant processes standard operating procedures and instructions so that the customer queries are handled in a consistent manner.
- Meet performance metrics, including call volume, quality, and customer satisfaction score (CSAT), net promoter score (NPS), customer effort score (CES), first contact resolution (FCR), average handling time (AHT).
- Handling real state leads related to renting and selling apartments in addition to handling maintenance issues.
- making outbound calls to pre-qualify inbound leads for our real estate clients to improve customer experience.
- Handling customer complaints for security system company and escalate it on spot to the technicians manger.
- Attending to our company existing and former employees inquires provide information in addition to dealing with our prospective clients sales leads in professional way to increase customers expectations about our high service level of quality.

Contact Center Representative

National Bank Of Egypt | Cairo, Egypt

Nov 2020 - Apr 2022

- Handling large amount of inbound and outbound calls in a timely manner.
- Receiving 60+ customer inquiries per day via phone, email, and chat, achieving a 98% (FCR) rate and a 96% (CSAT) score.
- Offering customers financial guidance, advising on suitable products and services, and assisting with their banking needs.
- Receive and process customer requests (account opening, online requests, returned cheque delivery, etc.)
- Meet performance metrics, including call volume, quality, and conversion rates.
- Acknowledging and following the professional call process.
- Identifying customers needs , clarify information, research every issue and providing solution.
- Follow up with CRM cases.

Call Center Agent

Telecom Egypt | Cairo, Egypt

Oct 2019 - Oct 2020

- Contact existing and new customers via phone or social media to inform about WE offers and updates.
- Develop and perform effective telesales strategies to achieve sales targets.
- Ask questions to understand customer requirements and provide suitable deals.
- Build and maintain strong customer relationships.
- Closing sales leads, Keep a record of the calls and relevant details.

Indoor Sales Executive

Ravin Jeans Wear| Cairo, Egypt

Feb 2016 - May 2017

- Greet customers, drive sales through engagement, and sharing product knowledge with customers.
- Responsible for producing excellent customer service.
- Understand customers and provide their needs.