

Moaz Moustafa Mohamed Saleh

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Career Objective: -

Highly motivated customer service professional with 5 years extensive experience in managing client inquiries, delivering exceptional support, and enhancing customer satisfaction. Proficient in conflict resolution, CRM systems, and cross-functional collaboration. Seeking to leverage my skills and experience as a Customer Service Representative to provide outstanding service and contribute to organizational success.

Education:

Faculty of Commerce, Alexandria University.

Major: Accounting with Good Grade.

Graduation Year: 2017.

Work experience: -

☐ Banker-Customer service representative at **agricultural Bank of Egypt.**

Mar2023, till Nov2024.

➤ **Responsibilities:**

- Assisted customers with account-related inquiries and provided solutions to issues promptly.
- Maintained and updated customer information using CRM systems, ensuring data accuracy.
- Strengthened customer relationships through personalized support and financial guidance.
- Ensured compliance with banking policies and regulatory standards.
- open, close, and manage customer accounts, ensuring accuracy in documentation.
- Inform customers about additional products and services that meet their financial needs.
- Build strong relationships with customers by providing excellent service and timely support.

☐ Customer service representative at **Sutherland Global Service.**

- **Hilton** account (reservation and customer care department)

Jan2021, till Mar2023.

➤ **Responsibilities:**

- Manage large amounts of inbound and outbound calls, emails, chats in a timely manner.
- Book, modify, or cancel reservations as requested by customers.
- Follow communication “scripts” when handling different topics.
- Identify customers’ needs, clarify information, research every issue and provide solutions.
- Achieve key performance indicators (KPIs) such as response time, customer satisfaction scores, and booking accuracy.
- Handle a high volume of calls efficiently while maintaining quality.

☐ Retail sales agent at **Etisalat Global Service.**

Apr 2018, till Sep2019

➤ **Responsibilities:**

- Achieving the sales targets by implementing the agreed-upon daily sales plan.
- Demonstrated and promoted product features to customers, driving adoption rates.
- Explaining and demonstrating features of products and services.
- Assist customers with upgrading their devices, plans, or packages.
- Build and maintain relationships with customers by delivering excellent service.

Languages:

- Arabic: Mother Tongue.
 - English: very good
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Certifications:

- Small and Medium Enterprises (SME) Customer Relationship Management.
(Central Bank Of Egypt, july 2024)
 - The Role of Financial Inclusion in Economic Development.
(Central Bank Of Egypt, july 2024)
 - Professional banker. (Banker's lounge)
 - English language and communication skills
Elit in **Kuala Lumpur, Malaysia.**
Nov 2019 till July2020
 - ICDL
Alexandria university **March 2017**
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skills:

- Customer Relationship Management (CRM)
 - Client Needs Assessment and Customization
 - Conflict Resolution and Complaint Handling
 - Problem-Solving and Analytical Thinking
 - Upselling and Cross-Selling Techniques
 - Time Management and Multitasking
 - Proficient in Microsoft Office Suite (Word, Excel, PowerPoint)
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Achievements:

- **Increased customer satisfaction scores by 20% through effective resolution of customer complaints.**
 - **Recognized as "Employee of the Month" for outstanding service delivery at Sutherland Global Service.**
 - **Successfully managed over 100 customer interactions daily while maintaining high accuracy and service quality.**
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Community Involvement:

- stock market simulation (SMS"16), staff member. **Alexandria university.**
- ALEX MOIF '16, staff member. **Alexandria library.**
- Egyptian diplomatic project (EDP"15), participant. **Alexandria university.**