

AHMED MOHAMED YOUNES

E-mail : Ahmedyounes8486@gmail.com

Website: <https://www.linkedin.com/in/ahmed-mohamed-1440341a7/>

Phone : 0582327182

Address: Dubai

Professional Summary

Diligent Customer Experience professional successful at satisfying all types of customers with creative and knowledgeable solutions. Lead team of customer service-focused professionals to improve customer ratings, reduce complaints and increase business. Boost customer loyalty by delivering expert support and guidance to resolve any problem. Skillfully multitask and prioritize actions to manage incoming calls, emails and in-person inquiries. Good research, communication and teamwork abilities.

Work experience

Kuwait Cultural Office

Jan 2013 — Jul 2015

Customer Service Officer

Responsible for registering foreign students to study in Egyptian universities.

- Assisted call-in customers with questions and orders.
- Addressed customer complaints and mitigated dissatisfaction by employing timely and effective solutions.
- Set up service appointments to handle advanced technical concerns at customer locations.
- Provided primary customer support to internal and external customers in fast-paced envi

Vodafone

Nov 2015 — Oct 2016

Call Center Customer Service Representative

- Contributed to company achieving and holding industry-leading customer service ratings.
Adhered to company policies and scripts to consistently achieve call-time and quality standards.
- Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.
- Initiated termination of customer contract upon request.
Documented and detailed calls and complaints using call center's CRM database.
- Resolved customer complaints and addressed emergency requests and needs.
- Referred complex issues relating to online order system or technology to help desk for further evaluation.
Increased sales by educating prospects on benefits of products and services in comparison to competitors

Customer Service Representative

- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Sought out training opportunities to enhance customer relationship management abilities and further boost satisfaction scores.
Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Initiated termination of customer contract upon request.
Documented and detailed calls and complaints using call center's CRM database. Resolved customer complaints and addressed emergency requests and needs. Referred complex issues relating to online order system or technology to help desk for further evaluation
- Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
- Educated customers on current promotions, upgrades or new offerings available under current plan

Skills

- Campaign management
- Social Media Proficiency
- Reputation Management
- Public Relations
- Communications management
- Inbound and outbound calling
- Documentation and reporting
- Service recommendations
- Sales
- Product Knowledge
- Customer Complaint Resolution
- Insurance Knowledge
- Social media marketing
- Database Management
- Problem solving strength
- Customer Relations

Education

Bachelor of Law

— Jul 2018

Bani Sweif University

Languages

ARABIC (native) **Arabic Khaliji**

ENGLISH (Very good)

References

<https://www.kwcultureg.com/>

<https://www.stc.com.kw/>

<https://web.vodafone.com.eg/ar/home>