

Mohamed Ezzeldin Hassan

MBZ Z8, Abu Dhabi, UAE | +971567403803 | mohamed.ezz.omar@gmail.com

www.linkedin.com/in/mohamed-ezzeldin-b49268b1/



OBJECTIVE

Obtain a customer service management position where I can effectively utilize my expertise in customer relations and staff leadership, also secure a position that will enable me to use my strong communication & organizational skills, customer service background and my ability to work well with people. To obtain a Sales Management position with the opportunity to play a direct role in the growth and success of the organization, delivering on all goals, and effecting revenue increase at the Company.

EDUCATION

BSC | FACULTY OF SCIENCE | Jan 2012

- Major: Physics
- Minor: Biophysics GPA:2.41

Free Selection Courses | FACULTY OF SCIENCE | 2009-2011

- Analytical Chemistry.
- Inorganic and Organic Chemistry.
- Physical Chemistry.
- Biochemistry.

Safety Specialist | ELSALAM AREA-KHALDA PETROLEUM CO. | July 2011

- Develop/write policies/practices/procedures/plans for the site safety program
- Support Production Teams
- Communicate incident information, trends, compliance assurance issues to Production Teams
- Coordinate Behavioral Safety activities, schedules and action items
- Coordinate safety awareness campaigns during Turnarounds and special events
- Fire Fighting

Match Basic | ETISALAT MAIN HQ | Oct 2017

- Emotional intelligence
- Definition of "MATCH"

Match Advance | ETISALAT MAIN HQ | Mar 2018

- Using the power of questions
- Proactive customer management
- Identify customer decision criteria
- Benefits of Cross & Upselling to both customer & company
- Principled Negotiations
- Top Ten Negotiation tips
- Handling the price objection
- Seven closing techniques

MATCH Expert | ETISALAT MAIN HQ | Aug 2019

- To recap the previous MATCH training journey.
- Consider ways to develop a strong growth mind-set for successful selling.
- Assess own grit quota and plan to apply this in the sales role.
- Practice effective questioning and listening as the key to sales success.
- Utilise FAB-G for addressing customer needs.
- Practice overcoming objections in order to close more sales!

EXPERIENCE

CUSTOMER SERVICES SPECIALIST - ASST. SALES MANAGER

| Etisalat UAE | Jun 2016 - Present

- 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
- Write and submit accurate orders.
- Design customized, cost-effective solutions for the client.
- Manage a territory using technology, prioritization and time management skills.
- Submit pricing and pre-qualification requests reflecting the client's requirements.
- Maintain an updated database in sales database including all activities, partners, and opportunities with their current status.
- Maintain open and effective lines of communication throughout the organization to maintain a sense of teamwork, enthusiasm, pride, and quality workmanship.
- Define personal and corporate revenue objectives.

DOCUMENT CONTROLLER

- Copy, scan and store documents
- Check for accuracy and edit files, like contracts
- Review and update technical documents (e.g. manuals and workflows)
- Distribute project-related copies to internal teams
- File documents in physical and digital records
- Create templates for future use
- Retrieve files as requested by employees and clients
- Manage the flow of documentation within the organization
- Maintain confidentiality around sensitive information and terms of agreement
- Prepare ad-hoc reports on projects as needed

COLLECTION OFFICER

- Monitor accounts to identify outstanding debts
- Investigate historical data for each debt or bill
- Take actions to encourage timely debt payments
- Process payments and refunds
- Resolve billing and customer credit issues
- Update account status records and collection efforts
- Report on collection activity and accounts receivable status
- Collecting cheques and finalising debts agreements.
- Handling agreements with consumers and reporting to collection and retention department.

COMPLIANCE OFFICER

- Developing, implementing and managing an organization's compliance program
- Planning, implementing and overseeing risk-related programs
- Creating and coordinating proper reporting channels for compliance issues
- Developing company compliance communications
- Coordinating and scheduling required compliance training for employees

CUSTOMER SERVICES SPECIALIST - SALES MANAGER | Etisalat EGYPT | Mar 2015 - May 2016

- 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
- 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
- Manage a territory using technology, prioritization and time management skills.
- Maintain open and effective lines of communication throughout the organization to maintain a sense of teamwork, enthusiasm, pride, and quality workmanship.
- Define personal and corporate revenue objectives.

Skills & Abilities

Personal:

- Communication, Creativity imagination & vision, dedication to see projects to their conclusion.
- Working long hours under pressure tied to deadlines.
- Analytical mind with excellent problem solving ability.
- Excellent team player able to work within a multicultural environment

Technical:

- | | |
|----------------------|------------------------|
| · CX | · Microsoft Word |
| · Siebel | · Microsoft Excel |
| · CIM | · Microsoft Powerpoint |
| · CBCM | |
| · CSS | |
| · WINCASH, Logistics | |

Driving licence

Private Licence (UAE)

Private Licence (Egypt)