



# Eslam Ahmed

📍 Dubai, UAE

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## Professional Summary

Professional Call Centre Agent with excellent phone manners, outstanding interpersonal skills, and first-class customer service expertise. Proficient in sales and customer data management. Well-versed in Software call-handling systems.

## Work History

02.2018 - 07.2023

### **Call Center Representative**

Alnajar Apparel Group - Alexandria, EG

- Answered customer queries daily via inbound calls, emails, and live chats.
- Planned and delivered customer service training, boosting satisfaction levels
- Managed and escalated complaints effectively, resulting in positive customer outcomes.
- Handled customer queries with first-call resolution, exceeding company target
- Maintained call center efficiencies, ensuring clear, effective communication with all departments.
- Enabled efficient follow-up by accurately recording customer requirements and details in Software
- Recommended call routing strategies, reducing average on-hold times.

08.2013 - 01.2018

### **Customer Service & Call Center Representative**

Bnaya For Investment & Building's Marketing - Alexandria, EG

- Answered customer telephone calls promptly and improved on-hold wait times.
- Handled high call volumes with accuracy and efficiency for optimum productivity.
- Established follow-up call systems to effectively resolve complaints and maintain customer loyalty.
- Resolved customer issues using strong interpersonal skills and conflict-resolution techniques.
- Acted as listing agent for brokers.
- Guaranteed positive customer experiences by efficiently resolving customer concerns and complaints.
- Maintained customer happiness with forward-thinking strategies focused on addressing needs and resolving concerns.
- Created estate agent and buyer incentives and strategies with other agents, builders, and buyers.

Call Centre Executive

Salerno for Limousine - Alexandria, EG

- Met call time quotas with concise communication and following established scripts.
- Smoothened customer onboarding experience, providing a superior level of customer care.
- Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.
- Answered customer telephone calls promptly and improved on-hold wait times.
- Boosted monthly sales revenue by skillfully promoting diverse product and service options.
- Established follow-up call systems to effectively resolve complaints and maintain customer loyalty.

Skills

- Customer communication
- Interpersonal skills
- Expert communicator
- Customer needs analysis
- Telemarketing
- Practical problem solver
- Personable telephone manner
- Resolving issues
- Conflict resolution
- Service knowledge
- Customer rapport building
- Live chat
- B2C sales

Education

- 2005 - 2009 Bachelor of Law, Faculty of Law, Alexandria University - Egypt
- 2014 Diploma, Business Administration, EAAC Institution - Alexandria - Egypt
- 2014 Diploma, Marketing Specialist, EAAC Institution - Alexandria - Egypt
- 2017 Diploma, HR Specialist, EAAC Institution - Alexandria - Egypt

Languages

English  
Upper intermediate

Arabic  
Native

Additional Information

I am grateful for the time you have taken to read my resume and look forward to seeing you in person to discuss my application further