# MOAMEN BOGHDADY

CUSTOMER SERVICE REPRESENTATIVE/SALES EXPERT



# + ABOUT ME

customers Attracts potential by answering product and service questions; suggesting information about other products and services. Opens customer accounts by recording and verifying account information. Cancel or upgrade account information. Place or cancel orders from direct customers, distributors and agents.

# + PERSONAL DETAILS

**Date of birth:** 09 Sep 1985

Nationality: Egyptian

**Visa status:** Residence

Marital status: Single

## + DRIVING LICENSE

Driving license category: Opening

## 

• Emirates Integrated Telecommunication Company - du

UAE - Abu Dhabi

CUSTOMER SERVICE REPRESENTATIVE/ SALESEXPERT



NOV 2018- PRESENT

- Resolved and de-escalated customer complaints by solving issues quickly, achieving a high level of customer satisfaction.
- Implementing [Action] resulted in high marks on quality assurance evaluation.
- Responded to reported technical issues and used personal knowledge and
- experience to resolve problems in a timely manner.
- Recognized and took advantage of opportunities to improve customer satisfaction to create repeat business.

• Provided excellent [Type] customer service by continually searching for deals and best prices for customers.

Telecom Egypt

Egypt- Cairo, Alexandria\_Smart Village





#### CUSTOMER CARE SPECIALIST /SALES EXPERT

• During [Number] years military service, received [Number] on performance evaluations for outstanding service in performing duties, actively volunteering, and proficiency in [Skill] and [Skill].

- Conducted negotiations to resolve disagreements and misunderstandings to successfully resolve conflicts to satisfy both parties.
- Managed daily customer service tasks, such as processing and issuing money orders, processing returns and exchanges and recording daily shipments.

• Achieved customer satisfaction through excellence in replacing flooring and guaranteeing availability of customer's choices of materials.

#### • Xceed Contact Center

Egypt-Cairo, Alexandria -Smart Village CUSTOMER CARE SPECIALIST TECHNICAL SUPPORT ISP



AUG 2017- FEB 2018

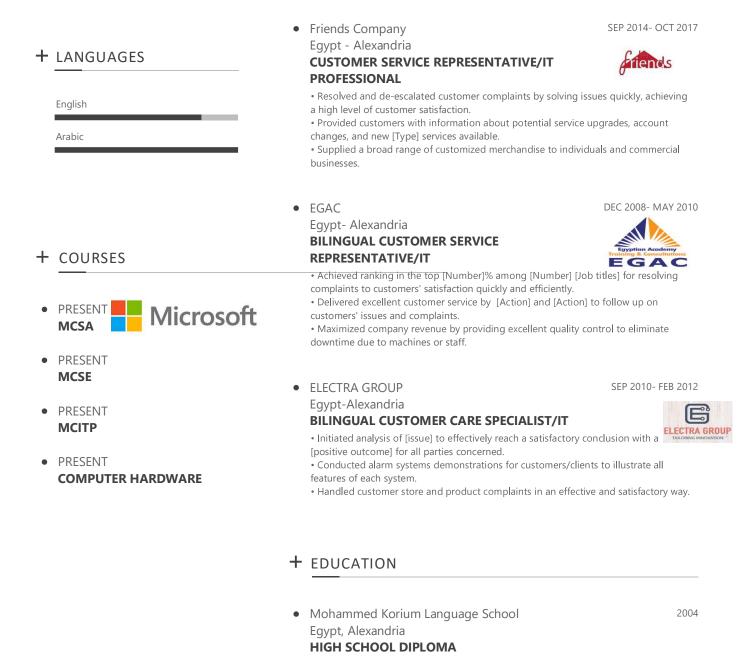
- Consistently achieved top ranking for customer satisfaction, retention and referrals.
  Generated daily reports and recommendations for corrective actions to assist senior
- management in making decisions for improvements in operations.

• Provided assistance to customers in order to complete sales transactions accurately and efficiently.

• Recognized and took advantage of opportunities to improve customer satisfaction to create repeat business.

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 BSc Accounting and information administration Alexandria university
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### + SKILLS

Managing safety gear

Process improvement

Personnel mentoring

Financial records and processing

2009