

MOAMEN BOGHDADY

CUSTOMER SERVICE REPRESENTATIVE/SALES EXPERT

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+ ABOUT ME

Attracts potential customers 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

+ WORK EXPERIENCE

- 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

FEB 2018- OCT 2018



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.

+ LANGUAGES

English

Arabic

+ COURSES

- PRESENT  **Microsoft MCSA**
- PRESENT **MCSE**
- PRESENT **MCITP**
- PRESENT **COMPUTER HARDWARE**

- Friends Company
Egypt - Alexandria
CUSTOMER SERVICE REPRESENTATIVE/IT PROFESSIONAL

SEP 2014- OCT 2017



- Resolved and de-escalated customer complaints by solving issues quickly, achieving a high level of customer satisfaction.
- Provided customers with information about potential service upgrades, account changes, and new [Type] services available.
- Supplied a broad range of customized merchandise to individuals and commercial businesses.

- EGAC
Egypt- Alexandria
BILINGUAL CUSTOMER SERVICE REPRESENTATIVE/IT

DEC 2008- MAY 2010



- Achieved ranking in the top [Number]% among [Number] [Job titles] for resolving complaints to customers' satisfaction quickly and efficiently.
- Delivered excellent customer service by [Action] and [Action] to follow up on customers' issues and complaints.
- Maximized company revenue by providing excellent quality control to eliminate downtime due to machines or staff.

- ELECTRA GROUP
Egypt-Alexandria
BILINGUAL CUSTOMER CARE SPECIALIST/IT

SEP 2010- FEB 2012



- Initiated analysis of [issue] to effectively reach a satisfactory conclusion with a [positive outcome] for all parties concerned.
- Conducted alarm systems demonstrations for customers/clients to illustrate all features of each system.
- Handled customer store and product complaints in an effective and satisfactory way.

+ EDUCATION

- Mohammed Korium Language School
Egypt, Alexandria
HIGH SCHOOL DIPLOMA
2004
- BSc Accounting and information administration
Alexandria university
Egypt ,Alexandria
2009

+ SKILLS

Managing safety gear

Process improvement

Personnel mentoring

Financial records and processing