



MOHAMED ELGAMAL

CUSTOMER SERVICE REPRESENTATIVES

PERSONAL PROFILE

I am a Customer service representatives who help customers with complaints and questions, give customers information about products and services, take orders, and process returns.

WORK EXPERIENCE

Orange - Customer service representative

Mansoura - Egypt | Oct 2017 - December 2020

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Resolve customer complaints via phone, email, mail, or social media.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions. Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

Smart Sense (Samsung)- Sales Promoter

Mansoura - Egypt | Jan 2013 - Sept 2017

- Provide all the needed information on promoted products and services.
- Assist customers in finding a suitable product they are looking for.
- Provide advice and guidance on product selection to customers.
- Build lasting relationships with customers by contacting them to follow up on purchases, suggest purchase options, and invite them to upcoming events.
- present products using interactive materials such as videos, charts, slideshows, etc.
- Set up booths or promotional stands and stock products.
- Arrange merchandise to look tidy and attractive to customers.
- Disseminate product samples, brochures, flyers, etc.
- Engage with the customer and discover their wants and needs.
- Submit daily sales reports through the company sales app.

EDUCATIONAL HISTORY

Mansoura University

Bachelor of Commerce - Accounting Division| Jan 2007 - Dec 2011

CONTACT ME AT

 Dubai ,UAE
 +971-558-221-505
 elgamalmuhammad88@gmail.com
 www.linkedin.com/in/mohamed-elgamal-78313b203

SKILLS SUMMARY

- Customer Service
- MS Office
- Clear communication skills
- Attention to details
- Use a Positive Language
- Empathy. Adaptability
- Customer oriented approach
- presentation and leadership skills

LANGUAGE

ARABIC MOTHER TONGUE
ENGLISH FLUENT

HOBBIES

Swimming Reading Diving