

# Mohamed khalifa

## **Customer service representative (Retail)**

JLT -Cluster A-Dubai, AE

[mohamedkhalifa983\\_pyc@indeedemail.com](mailto:mohamedkhalifa983_pyc@indeedemail.com)

+971-0588853372

Looking for a challenging job opportunity in the field of sales in a well-established company to improve my knowledge, skills and utilize my previous work experience, academic background and interpersonal skills.

#readytowork

Willing to relocate: Anywhere

## Work Experience

---

### **Team leader**

DU - Dubai

March 2018 to Present

Sales in charge at Du company, handle sales target, service level, schedule, stock take, complaints.

### **Technical support representative**

Raya ( Etisalat Uae) - Dubai

December 2017 to Present

Technical support representative

### **Technical support Rep (Retail)**

"TEData"

November 2014 to December 2017

Maadi, Egypt

- handle customers face to face, verify customer's problem in right way, solve problems in ADSL service such as slowness, Browsing and IP problems Etc, Make troubleshooting with customer over the phone, Escalate the problem to the second level support if needed.

### **Sales indoor**

Elzahraa

January 2014 to November 2014

Sharm El-sheikh, Egypt

- Sell company products for all hotels at Sharm El-shikh, responsible for Unilever products, follow up with hotel's purchasing managers to take a new orders, send daily sales report to supervisor, contact with food and beverage department in hotels to offer a new product and comparing with competitors,

## **Customer Service Rep**

Mobily KSA - Cairo, EG

February 2013 to January 2014

Egypt

- Provide information about products and services to dealers and distributors by telephone, cancel accounts or obtain details of complaints, Complete contract forms, using the system to keep dealer history, Inform dealers by explaining procedures, answering questions and providing information and Reporting for team leader.

## **Call Center agent**

Xceed - Cairo, EG

March 2012 to December 2013

Egypt

- Provide answers to clients by identifying problems, researching answers and guiding client through corrective steps, Solve the customer's problem related to the ADSL signal only by checking internal connections and Make a ticket in customer history over the system.

## **Outdoor Sales Rep. (under graduate )**

Vodafone Egypt - Cairo, EG

June 2011 to December 2011

Egypt

- It was at corporate department: Dealing with SME Companies for business rate of phone lines by knocking door sales style.

~~~~~

Courses:

### **"customer service"**

Egyptian banking institute

2011 to December 2011

with (key office) in collaboration with Egyptian banking institute

### **Attend session in "customer service" at (yes we can)**

Helwan university

August 2009 to August 2010

ICDL

### **Sales**

Cairo University

July 2010 to July 2010

skills course in Cairo University (Key office)

### **customer service agent**

association with Cambridge University - Dubai

2010

English course in association with Cambridge University

## Education

---

### **Bachelor's in information technology**

Modern academy

2012

## Skills

---

- Photoshop (Less than 1 year)
- PowerPoint (Less than 1 year)
- typing (Less than 1 year)
- CCNA (4 years)

## Links

---

<https://www.linkedin.com/in/mohamed-gamal-b26928b0/detail/background-image/>

## Awards

---

### **Best employee**

June 2018

Top archiver team, and best shop in charge

## Certifications and Licenses

---

### **Driving license**

July 2018 to July 2020

## Additional Information

---

Special Skills

Computer Skills:

Office (word - excel - PowerPoint-)

Photoshop

Internet

Very fast typing (Arabic - English)