

Mohamed Ahmed Abd-El Ghany

Customer Service and Sales representative

Nationality: Egyptian

Location: Dubai, United Arab Emirates

Marital Status: single

DOB: 05-08-1990

Visa Status: Residence Visa

Driving License: Valid Dubai driving license

Mobile: 0521807474

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OBJECTIVE

Seeking a challenge job with a wide range of experience work on own initiative, and proven leadership skills include developing and motivating others to achieve their objectives.

EDUCATION

2007-2011

Graduated from faculty of arts "geographic information system department"

Cumulative Grade Good

Graduation Grade Good

Total Grade Good

LANGUAGES

Arabic – Mother tongue

English – Excellent Reading, writing and speaking

PROFESSIONAL EXPERIENCE

♦ Dubai Islamic Bank (Current Job)

Role Details

- Selling Credit Card
- Auto loan
- Personal Loan
- To achieve the assigned sales target
- To achieve individual service quality standard for EBS products
- To provide key market information on competitors
- Assist in the implementation of sales & marketing strategies
- Assist in resolving specifics default transactions on requests
- To ensure total compliance with laid down norms in terms of compliance risk, credit policy, documentation, operational risk and Group / Regulatory control standard

♦ MAJID AL FUTTAIM FINANCE (6-November 2016 till 13-June 2018)

Role Details

- Sales officer – Finance.
- Selling Najm cash back card.
- Selling Najm Voyager card for air miles.

♦ A sales and services officer is a customer-facing professional in the banking industry. A licensed professional, he or she sells and oversees securities transactions for customers of banks and credit unions. Their primary job responsibilities are to explain, sell and execute banking securities products, and serve as a liaison between the bank and its Securities customers.

♦ MAJID AL FUTTAIM EXCHANGE (26-June 2016 till 5-November 2016)

Role Details

- Greet customers as they arrive in the store and provide them with information regarding products and/or services
- Respond to customers' complaints and take necessary actions resolve their issues
- Take payment in exchange of items sold
- Bag, box and wrap purchased items
- Identify prices of goods using memory or scanner
- Enter transactions in the cash register and provide customers with the total bill
- Sort and count currency and coins
- Issue receipts and change to customers
- Count money at the beginning and ending of each shift
- Process exchanges and refunds
- Ensure that all checkout counters have enough cash
- Process credit card and check payments
- Weigh items and determine prices of the same
- Issue trading stamps and gift cards
- Perform the duties of customer service representative when required
- Maintain periodic sales reports and spreadsheets
- Assist in stocking shelves, rotating merchandise and marking prices
- Ensure management of daily cash accounts
- Create periodic transaction reports
- Ensure maintenance of checkout areas
- Resolve customer complaints in a proactive manner
- Train other staff members to work as cashier
- Maintain knowledge of store inventory and sales activities
- Keep the work area tidy and clean

♦ Customer Service and Sales advisor at Vodafone Egypt (2013 – 2016)

Role Details

- Responsible for acting as a liaison between customers and companies. Assists with complaints, orders, errors, account questions, billing, cancelations, and other queries.
- Primary responsibilities
- Resolve customer complaints via phone, email, mail, or social media.
- Use telephones to reach out to customers and verify account information.
- Greet customers warmly and ascertain problem or reason for calling.
- Cancel or upgrade accounts.
- Assist with placement of orders, refunds, or exchanges.
- Advise on company information.
- Take payment information and other pertinent information such as addresses and phone numbers..
- Answer questions about warranties or terms of sale.
- Act as the company gatekeeper.
- Suggest solutions when a product malfunctions.

- Handle product recalls.
- Attempt to persuade customer to reconsider cancellation.
- Inform customer of deals and promotions.
- Sell products and services.
- Utilize computer technology to handle high call volumes.
- Work with customer service manager to ensure proper customer service is being delivered.
- Compile reports on overall customer satisfaction. Read from scripts.
Handle changes in policies or renewals.

♦ **Retail customer service and Sales Representative at CIB Bank Egypt (2011 – 2013)**

Role Details

- Receive and respond to customer service account inquiries on account balances, transaction details, statements and fees and charges.
- Open new accounts/Closing accounts
- Alterations to existing savings and cheque accounts
- Inquiries for home, car and personal loans
- Inquiries on internet services
- Handling cash transactions and cash balancing
- Overseas transfers
- Set up periodical payment authorities on accounts
- Promote bank products and services
- Change statement of account cycles
- Identify customer needs
- Refer customers to appropriate banking services and representatives.

♦ **Front Office Executive at Dar Alfouad Hospital (2009 – 2011)**

Role Details

front desk receptionist performs a number of duties, including greeting and scheduling patients and visitors, bookkeeping, calling patients to remind them of appointments, handling billing, answering and routing calls, making transactions, and keeping paperwork organized. The medical office front desk receptionist mainly uses telephones and computers to communicate with patients and staff, so they must have basic knowledge of computers. These receptionists frequently work during regular business hours in an office setting, and travel is almost never required. Hours may vary for receptionists depending on the office's regular hours. Medical office front desk receptionists must interact frequently with patients, medical professionals, and supervisors, meaning they must have excellent communication skills and be personable.

Most companies require medical office front desk receptionists to have a high school diploma or GED; depending on the company candidates, one to three years' relevant experience may also be required..

SPECIALIZED SKILLS

Team Management-Leadership- Negotiation.
Technical Support - Process Improvement.
Ability to Work Under Pressure
Self-motivation
Customer Service and Customer Relations.
Training and Leadership.

SPECIAL COURSES

Customer care Training Course
Managing the Customer Training Course
Customer Service Training Course

(Vodafone Egypt)
(Vodafone Egypt)
(Vodafone Egypt)