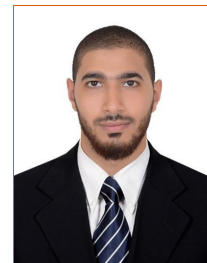


Mohamed Samy RAGAB

Customer Support Specialist

UAE , Abu Dhabi | +971556375182 | ragabsamy621@gmail.com



Summary

Customer Support Engineer with a background in Computer Science and 4+ years experience in Customer Service Field , Call Center and Quality Control , with ability to effectively communicate and confident with liaising with customer and clients of all levels I am Eager to learn and strongly Motivated to improve myself as a professional, easy to communicate with others and soft spoken

Education

Bachelor's degree in information system 2012 - 2016
[Ain Shams University](#)

Faculty: Computers and information Science
Department: Information System
Grade: Good
graduation project grade: Excellent

Work experience

Customer Support Specialist 2020 / 02 -
DU Telecom 2020 / 09

Job Description:

- Management and resolve customer complaints Via Mail or Phone
- provide general, technical and specific services (e.g. activation, billing/payment and retention) to customers
- help customer to upgrade their bundle through explain new offers
- Take the extra mile to engage customers
- Meet personal/customer service team sales target
- using CRM to create trouble ticket

Senior Technical Support Specialist 2017 / 03 -
Samsung Electronics Egypt 2019 / 11

Job Description:

- Answer incoming calls and respond to customer's emails
- Holds accountability for the Quality of Maintenance provided to Customer
- Act as Quality Controller using GD (Galaxy Diagnostic Tools) to test input and output Devices also Make manual Test using tools and codes
- Explain complex technical issues to customers in a non-technical, simple to understand and handle customer complaint Via Phone or Mail
- Make sure that customer data correct in all systems.

COURSES

Customer Support specialist



Linked-in Course

ISTQB



Software testing

TESTLINK , Selenium Web
driver course with Java



Software testing

Technical Support
Fundamentals by Google



Computer Architecture / Hardware
/
Troubleshooting Operating System
/
Networking / Software

HTML , CSS and Javascript



OOP ,Oracle data base and
JavaBasi



- Make weekly report about deposits and Common Defects with it's solution
- Make review for other branches to Ensure that customers have the best possible experience by providing superior customer service and exceeding customer expectations.
- Responsible for branch warehouse and other branches needs
- Responsible for Daily cash and deposit

Sales Representative 2016 / 8 -
OPPO Telecommunications Egypt 2017 / 2

Job Description:

- Responsible for merchandising and promoting the features of a product to an audience or client.
- Shows how product works and help to solve customers' issues.
- Attempts to persuade consumers or clients to buy product.
- Meet Sales Target

personal skills

- Excellent troubleshooter
- Strong phone contact handling skills and active listening
- Analytical and problem solving abilities
- Customer Care
- Quality focused
- Excellent communication and interpersonal kills
- Eager to learn