



# Abdelrahman Ahmed El-Damaty



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16th August, 1993



Visa Status: Visit Visa



Driving License: Yes "Egyptian Driving License B"

## OBJECTIVE

Call Center Agent and Sales Executive with very good background of accounting aiming a position to contribute positively towards organization objectives by adding value and performing consistently to meet the expectation of the organization and make the opportunity to achieve my self-professional growth.

## EXPERIENCES

### Inbound Call Center Agent

#### Vodafone – Egypt

Aug. 2019 – Dec. 2020

- Open and maintain customer accounts by recording account information.
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Recommend potential products or services to management by collecting customer information and analyzing customer needs.
- Prepare product or service reports by collecting and analyzing customer information.
- Contribute to team effort by accomplishing related results as needed.
- Manage large amounts of incoming calls.

### Volunteer Accountant

#### Danone – Egypt

Jun. 2018 – Jul. 2019

- Preparing accounts and tax returns.
- Administering payrolls and controlling income and expenditure.
- Auditing financial information.
- Compiling and presenting reports, budgets, business plans, commentaries and financial statements.
- Analyzing accounts and business plans.
- Providing tax planning services with reference to current legislation.
- Financial forecasting and risk analysis.
- Dealing with insolvency cases.
- Negotiating the terms of business deals and moves with clients and associated organizations.
- Meeting and interviewing clients.
- Managing colleagues, workloads and deadlines.

### Indoors Sales Executive

#### Al-Leithy Motors Car Trading – Egypt

Oct. 2017 – May 2018

##### ✓ Customer Care Advisor

- Inbound customer care executive
- Promptly responded to general inquiries from members, staff, and clients via telephone and e-mail
- Resolved service issues and shared benefits of additional services.
- Maintained up-to-date knowledge of bank policies regarding payments, account changes,

##### ✓ WhatsApp customer care executive

- Assisting customers through WhatsApp Chats
- Developed highly empathetic client relationships and earned reputation for delivering exceptional customer service.
- Ensuring that the service is delivered at the highest quality standards possible.

##### ✓ Floor support

- Cross-trained and provided back-up for other

and upgrades.

✓ **VIP Agent**

- Delivering Elite service standards to customers.
- Assist in project development and improvement through brainstorming.
- Excelled in exceeding daily credit card application goals.

✓ **Job Duties**

- Work as part of a team to ensure offering world-class Customer Service at all time.
- Meeting service level in handling all transactions measured through productivity reports.
- Maintain professional work relationships with colleagues, supervisor and manager.
- Accuracy in handling all assigned tasks, Attendance and punctuality.
- Acting as Team Captain under delegation plan while Team Leader/Team Captain are not available.

**Receiving weekly Quality Evaluation score of 100% in handling customers and efficiency in duty and maintain appreciations from line manager**

customer service representatives when needed

✓ **Core Team Agent**

- Execute back-end procedures to ensure flawless order cycle for customers.
- Communicate positively with all involved parties in order to facilitate customer's reception of the expected distinguished service.

## EDUCATION

✓ **2011-2015 Bachelor of Business Administration - KFS University, Egypt**

Faculty of Commerce-English Section, Kafr El-Sheikh University. Studied Finance, Economics, Accounting and Business Administration.

## COURSES

✓ **Computerized Accounting Courses:**

- PFA (Professional Financial Accounting).

✓ **Advanced Accounting Excel:**

- Training of Employment and Management.

✓ **Marketing Course:**

- Electronic Marketing & Digital Development.

✓ **English Course.**

## SKILLS & LANGUAGES

✓ **Computer Skills**

- Excellent command of Microsoft office Peachtree, Quick books and accounting excel.

✓ **Soft and Managerial Skills**

- Professional Customer Service.
- Adaptability.
- Depersonalization.
- Self-Confidence.
- Strong Ethical Personality.
- Team Player.
- Report Preparation.
- Problem Solving.
- Creativity.
- Responsibility Taker.
- Self-Motivation.
- Automotive Repair.
- Presentation and Communication Skills.
- Working as a Part of Team to Achieve Targets.