

Mahmoud Mohamed Abdellatif



Dubai, UAE



(00971)543177250



Mahmoudabdellatif50@gmail.com

Key Skills

Accuracy

Critical Thinking

Customer service

Communication Skills

Problem-solving

Teamwork

Time Management

Microsoft Excel

Sales Skills

Education

Mansoura University

Bachelor of Commerce

Accounting Department

Grade: Good

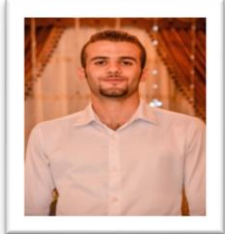
Egypt

Courses

ICDL

English

Call Center Agent



Summary

Experienced and reliable customer service officer with extensive experience providing assistance in a busy call center setting. Strong dedication to helping customers resolves issues and cultivating a positive image of the company. Excel in both team environments and alone. Proven ability to listen attentively, solve problems quickly and efficiently, and create high-quality professional relationships with callers.

Highlights

- ✚ Capable of handling a variety of disputes and facilitating quick and efficient resolutions.
- ✚ Proven ability to multitask and use multiple phones and other technical devices while providing exceptional customer service
- ✚ Proficient understanding of Microsoft Word, Excel, Access, and the internet
- ✚ Able to enter large quantities of data into computer and retrieve important information in a brief period of time
- ✚ Capable of entering data while remaining online with several customers at once
- ✚ Strong verbal communication skills allow for the fostering of strong bonds with customers during all interactions
- ✚ Able to thrive and meet company standards in a busy call center environment both alone and in a team setting.
- ✚ Willing to work flexible schedules / shifts.

Working Experience

Bank Audi,
Customer Service Officer

Egypt Nov 2018 to Jun 2021

Duties:

- ✚ Answer calls in a high-volume call center environment. Resolve customer complaints and ensure calls are handled in a professional and prompt manner.

Personal Details

Mahmoud Mohamed
Abdellatif

Nationality: [Egyptian](#)

DOB: [14/8/1993](#)

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E: Mahmoudabdellatif50@gmail.com

Driving license: [Yes Egypt](#)

Single

Languages

Arabic Native

English very good

- ✚ Processed transactions, including money transfer, deposits and withdrawals and, data entry to update client files
- ✚ Contributed to company's highest quarterly customer satisfaction rate of 92 percent. Consistently earned an "above average" or "excellent" on call quality evaluations.
- ✚ Train and assist entry-level customer service officers by helping them improve listening skills, communication, and multitasking abilities
- ✚ Used computer to retrieve policyholder information while maintaining proper phone and customer service etiquette
- ✚ Frequently upsold financial products such as credit cards, retirement accounts, insurance policies, and checkbooks
- ✚ Able to handle demanding customers in a diplomatic and tactful way.