



Sayed Ahmed Abdelal

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Objective

An enthusiastic fresh graduate with a financial background who has been working in this field as a Customer Service representative for more than 8 years. I am seeking a challenging position in a multinational enterprise, where my working experience, Interpersonal skills and educational background can be efficiently used and further developed.

Experience

- Landmark UAE** 12 Jan 2021 - Now
Sales associate
 - 1-Serves customers by helping them select products
 - 2-Drives sales through engagement of customers, suggestive selling, and sharing product knowledge.
 - 3-Assists with inventory, including receiving and stocking merchandise.
 - 4-Alerts management of potential security issues.
- Digitalwork** Jan 2020 - Jan 2021
Quality Assurance Analyst
 - 1- Participates in design of call monitoring formats and quality standards
 - 2- Coordinates and facilitates call calibration sessions for call center staff
 - 3- Participates in customer and client listening programs to identify customer needs and expectations.
 - 4- Uses quality monitoring data management system to compile and track performance at team and individual level.

Provides feedback to call center team leaders and management .
- Teleperformance** Jan 2017 - Jan 2020
Customer service advisor
 - 1- Handle US and Canadian customer's inquiries and complaints.
 - 2- Performs other duties as assigned by management
 - 3- Maintaining excellent a customer relationship/partnership through gaining customer trust.
 - 4- Processed cash and credit payment rapidly and accurately.
- Centro Global solution** Jan 2016 - Jan 2017
Sales promoter
 - 1- Communicate effectively all customer's inquiries, complains, or sales on the telephone through following contact center procedures and quality standards.
 - 2- Maintaining punctuality on working hours through complying to start time and break time build a customer relationship/partnership through gaining customer trusts.
 - 3-Maintain high performance through accomplishing assigned targets and quality guidelines on the due dates.
 - 4- Filling CRM with accurate information through active listening and affirming client information.
 - 5- Confirm and assure the customer that medicines are approved by the customer's doctor and FDA as well . (Skin care products & cosmetics)

- **Vodafone UK&IE**
Customer service advisor

Jan 2013 - Jan 2016

- 1- Handle Irish & British customer's inquiries and complaints.
- 2- Log customer details on the CRM.
- 3- Provide customer with accurate information and right solutions.
- 4- Performs other duties as assigned by management.

Education

- **Cairo University**
Bachelor degree faculty of commerce

2018

Skills

- **Adherence:** I stick to the rules and the process of the company that I work for and also to the login & out time, breaks, tasks time and transportations time as well.
- **Validation:** I worked in the billing department the majority of customers used their bank accounts to pay bills, I should have ensured the customers' data were safety and documented or not by the validation process.
- **Customer Handling:** I manage to keep customers satisfied and give them more than one option without almost no time to avoid this issue in the future with felicitous phrases.
- **Work flexibility:** I challenged a lot of circumstances with customers to handle them and improve the image of my company that I worked for, like rotational shifts; I used to work for American companies and many different time zones so I had to be flexible enough to handle that.
- **Patience:** I listen to the customers regardless of ideologies, I received a call from customer, He was so angry because he was charged extra fees on his bill it was a systematic mistake, I solved his issues and after that I built a rapport with him it was allowed in Vodafone because customer satisfaction (NPS) was in top priority.

Language

- Arabic: Native
- English: Fluent
- German: Intermediate

Interests

- Football
 - Internet
 - Traveling
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