



Ahmed Samy Ahmed

Senior Customer Service

CONTACT



UAE/DUBAI



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SKILLS

Extremely motivated
Target oriented
Negotiation skills
Communication skills
Team player
Proactively supports
Open personality,
Problem solving.
Ownership of escalations.
Retention s

EDUCATION

B. A English section
Hotels and Touristic Guidance
Holwan university
Cairo Egypt

PROFESSIONAL PROFILE

- 8 years experienced customer service for off-shore accounts. 5 years Gulf experience in developing, defining, negotiating, and closing business deals. self-motivated and top achiever.
- Exceptional communication and networking skills
- Successful working in a team environment, as well as independently.
- A results-oriented, Professional Sales and collection executive with an excellent track record of significantly increasing service quality, sales records
- The ability to follow instructions and deliver quality results.

WORK EXPERIENCE IN (UAE) DUBAI

DAMAC Properties

Senior Collection executive

AUG 2021 - TILL NOW

- Daily-monthly receive allocated customers to proceed with collection
- check and verify payments status of the allocated customers on the system
- Perform introduction calls, send emails to the allocated customers
- Regular remind customers of the payments due/overdue
- Influence, negotiate and persuade customers to pay the outstanding payments
- follow up with customers for the payments transfer copy, cheque etc.
- Daily update consolidates collection master file with a progress of collection
- Arrange meetings with customers to assist with their queries, issues, requests, for payments collection.
- Perform calls to the customers with instalments payment plan to propose additional discount
- Follow up with team leader for discount approval for the customers
- Coordinate with customer service administrator and cashier to handover payment receipts, transfer
- Attend a daily meeting with team leader to discuss collection progress, issues

NATIONALITY

EGYPTIAN

LANGUAGES

ARABIC
NATIVE

ENGLISH
FLUENT

Du Telecom company (Derby outsourcing)

Collection executive and credit control

OCT 2017 - JUL 2021

- Took inbound calls, billing team, offering full explanation for billing sheets of customers' accounts
- Deal with questions efficiently and effectively
- Assist customers due date and amount and how to make the payment to avoid any consequences
- Handle escalations as second line of support
- Achieve personal and team target, consistently exceeding key performance indicators, and team target

Careem Car Account

Customer service Representative

MAR 2015 - MAY 2017

- Took inbound calls, billing team, offering full explanation for billing sheets of customers account,
- Assist customers in their car reservations and handle their complains through the phone and online chat
- Follow up with escalations to ensure customer's satisfaction
- Supported new comers and frist line of support to maintain service quality level and gaining agreement with customers and make sure issue resolved.

Customer Service Representative

XCEED EMEA Outsource Du

FEB 2013 - JAN 2015

- Call the customer through the phone and offer our new services, offers for mobile services, new mobile devices, new rate planes including national minutes, international minutes and data package.
- Conducts problem solving and troubleshooting steps
- Assistant team in du enterprise inbound account,
- Handled escalations as **senior line of support**
- Ensuring excellent service fulfilling their requirements
- Shared knowledge of telecommunications technical troubleshooting and billing details products and services