

Mohamed Mahmoud Ali Abd-Elhady

Customer Service Team Leader

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Objectives:

I am seeking a competitive and challenging environment where I can add value to your organization and establish an enjoyable career for myself.

Personal information:

- ❖ Date of birth 7/8/1988
- ❖ Nationality Egyptian
- ❖ Marital status Single
- ❖ Home address Alexandria - Egypt
- ❖ Visa status Employment Visa

Key Skills:

Management	Microsoft Office
Coaching	Negotiation
New Business Development	Cold Calling
Leadership	Customer Service
Presentation Skills	Quality & Training
Handling Pressure	Recruitment
Customer care	Call center

Experience:

❖ **Company Name: (Emaar properties PJSC) (from: Sep 2020 to present)**

Title: customer service team leader.

- Handling a team of 14 agents as direct reports.
- Handling and managing the monthly and yearly reports to the management.
- Responsible for abandoned calls rate SLA, achieving the CSAT, DSAT and FCR rates.
- Delegate tasks with clear work instructions and provide performance feedback to team members according to their report analysis.
- PHD, PTD and ECM trainer as necessary.
- Working closely with MIS, CRM, Operations Officers, Quality Control Officer, Finance, Avaya Team, Sales and with other Emaar departments as well as externally with customers.
- Responsible for interviewing and assessing the new candidates and sending those qualified to HR for the second interview.

❖ **Company Name: (Azizi Developments) (from: October 2019 to: Jun 2020)**

Title: Team Leader Customer care and Email.

(5 months but made redundant due to company restructuring during Covid-19 pandemic)

- Handling Walk-In customers complaints and inquiries.
- Handling customer care mailbox and responding to an average of 40 e-mails on a daily basis.
- I took the responsibility of Social Media and took the company from -8% to 29% satisfaction.
- Achieved 96% first response SLA.

❖ **Company Name: (Emaar properties PJSC) (from: October 2017 to: Oct 2019)**

Title: customer service (call center) and customer care executive.

- Handling the walk-in customers complaints and inquiries.
- Handling call center inbound, outbound calls and webchat.
- Providing professional customer service to Burj Khalifa, Emaar properties investors & Residents by answering all their inquiries and attending to their requests.
- Finance: coordinate with finance for payments made by the customers. Make sure that the owners clear all the outstanding under their account before the handover.
- PQA Property Quality Assurance, FM Facilities Management, CMD Community Management Department, C.C Customer Care Department & Accounts Department in relation to Cm's Payments and all other Inquiries.
- Dealing with all Maintenance issues inside and outside the apartments and villas as well as logging service requests to PQA & FM.
- Attended many trainings within the company (Learning & Development Department) related to communication, Time Management, Problem Solving, Telephone techniques and Customer service skills.
- Excellent experience in dealing with difficult, angry and unsatisfied customers and solving their problems in a short time. I received many appreciation letters from the customers & The Management, in addition to that, I won Awards like employee of the month several times.

❖ **Company Name: (BIEN Sports Media Group) (from: December 2016 to: Sep 2017)**

Title: Senior Sales Department promoted to store manager (MOE – Mirdiff CC).

- Direct sales and online sales.
- Handling the shop and the Staff at Mall of the Emirates and Mirdif city center.
- Dealing with the management according to business development.
- Assisting and support all the juniors and the sales team and training them.
- Awards for best seller, Awards for best store manager and top achiever.

❖ **Company Name: MEA RESOURCE SOLUTIONS (Dubai government SALIK DEPARTMENT (RTA) (from: November 2015 to: Nov 2016).**

Title: Call center representative.

- Work under high pressure due to the volume of call and the complaints.
- Handling inbound, outbound calls and Webchats.
- Handling high number of complains and escalations on daily basis.
- Work with support team for one month and with the violation team for two months.

❖ **Company Name: Mars master food (galaxy chocolate) (from: June 2012 to: July 2015)**

Title: Chiller department presales.

- Selling and dealing with all the market type and later deliver the product.
- Improve Sale scales for the team and Marketing scales.
- Following up with the team in the field to ensure quality performance.
- Setting strategic plans with the management on monthly and yearly basis.
- Setting monthly and yearly evaluations for the team to monitor their progress.
- Responsibility to achieve the targets set beforehand.

❖ **Company Name: (Vodafone Egypt) (from: February 2011 to: May 2012).**

Title: Customer Service Representative

- Respond to telephone inquiries and troubleshooting.
- Quick complaints resolution.
- Ensure customers satisfaction.

❖ **Company Name: Mars master food (galaxy chocolate) (from: august 2007 to: Jan 2011)**

Title: sales representative

- Retail Marketing to new customers.
- Wholesale and Marketing to VIP clients.
- Deliver and responsible for Northern Alexandria Chillers department.

❖ **Company Name: United Company for Technology (from: Jan 2005 to: July 2007).**

Title: Sales and Team support.

- Started as sales agent selling Cameras and Atlas translator.
- Promoted to be senior sales in 6 months.
- Responsible for evaluating the new products and give the training accordingly.
- Training and quality assurance, part from the management and planning team.

❖ **Education:**

- Al-Abasya military school (high school).
- Alexandria university Faculty of Law (present).

❖ **Courses:**

- ICDL.
- Advanced English courses.
- United Company for Technology: Management and Planning course for 3 months.
- Sales and presales Courses at Mars master-foods.

❖ **operating system / software applications:**

- Excellent knowledge in Microsoft windows and office.
- Avaya system – CTS – Salesforce – Oracle.
- Excellent knowledge in computer maintenance (hardware / software).

❖ **Languages:**

- Arabic: Mother tongue, (Native).
- English: fluent at Reading, Writing, Speaking and Typing.