

MOHAMED SOLIMAN CUSTOMER SERVICES -MARKETING COORDINATOR

CONTACT

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 Nationality: Egyptian
 Marital status: Single
 Date of Birth 31/3/1985
 Visa Status: Valid until the end of
 December 2020
- in Mohamed Soliman
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LANGUAGES

Arabic Language

Spoken Writing Reading



English Language

Spoken Writing Reading



EXPERIENCE

July 2018 -Present

Terrapinn Middle East

Customer Service and Marketing Coordinator, Dubai

- Coordinates and implements marketing communication projects with responsibilities that include public relations, special events management, advertising, and creating brand awareness.

- Organizes the preparation of proposals and presentations using marketing resource materials such as brochures, data, slides, photographs, and reports.

Prepare status reports on marketing efforts.Familiar with standard concepts, practices,

and procedures within a particular field.

- Provides project management and administrative support, assists with marketing operations and sales support as assigned by the Marketing Team.

- Works independently on special projects according to agreed timelines and special requests.

- Web content editor and translations work specialist.

- Data Entry Operator, Transfer data from paper formats into database systems and update existing data.

- Create and manage spreadsheets with large numbers of figures.

June 2016 -July 2018

E-Max for Electronics

Call Center and Customer Services Representative, Dubai - Responding to customer emails and calls inquiries in a timely manner. - Handling "Products, Pricing, Promotions inquiry, and delivery inquiries. - Follow-up on the delivery process of MDA items to be delivered by the brand supplier for UAE Stores. - Coordinate with the respective service centers for after-sales and warranty claims. - Focus on improving Customer Ownership Experience and Satisfaction to reach worldclass levels. - Ensuring high quality and accuracy of work. --Ability to respond effectively to the most sensitive inquiries or complaints. - Communicate with customers to receive their valuable feedback and suggestions for improvement in the firm's services.

- Maintain Suppliers' accounts updated with the latest offers and orders.

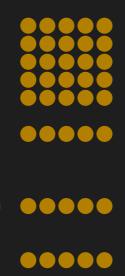
OBJECTIVE

Seeking a challenging and dynamic career which will utilize my knowledge to work in a reputable organization where creativity is accepted besides maximizing my potentials by exploiting present skills and continually developing new ones.

PERSONAL SKILLS

Skill group

Excel Word PowerPoint Fast learner Working under pressure Team worker, Sociable, Cheerful & Cooperative Communication and negotiation skills Ability to multitasks



January 2013 -

May 2016

Raya Holding Co.

Customer service and Sales representative, Egypt, Alexandria

- Solving technical issues for customers.

- Processing shipments to the main maintenance Center and follow-up until returning it.

- Handle incoming calls or inquiries from prospective customers or clients.

- Assist customers effectively by solving customer disputes.

- Provide customer additional information or explains services.

- Discuss products offered and ensure customer satisfaction.

- Complete supporting paperwork and data entry as required.

- Responsible for sale products Raya and achieve my own target and the branch target in general.

- Provide accurate, efficient, and quality services that exceed customers' expectations and Understands the client's business needs.

- Dealing with all client's inquiries completely and accurately, Resolve customer complaints and problems for ultimate customer satisfaction.

- Going the Extra Mile with the customer.

- Maintain a high degree of responsibility for customer confidentiality. • Create and maintain service reports.

- Working on multi-systems as I am working on Remedy, Microsoft site, Rass site, and GSPN site.

Sep 2008 - 1 January 2013 (

TE Data Company Customer Service and Sales Representative, Egypt, Alexandria

- Deal directly with customers face to face.

- Respond promptly to customer inquiries.

- Handle and resolve customer complaints.

- Obtain and evaluate all relevant information

to handle product and service inquiries.

- Provide pricing and delivery information.

- Perform customer verifications and set up new customer accounts.

- Process orders, forms, applications, and requests.

- Maintain customer databases.

- Manage administration.

EDUCATION

Sep 2004 -May 2008

Bachelor's Degree Alexandria University, Alexandria Bachelor's Degree in Law