



MOHAMED SOLIMAN

CUSTOMER SERVICES -
MARKETING COORDINATOR

CONTACT

🏠 Dubai
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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 world-class 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 - 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