

# MOHAMED KHALED

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## SUMMARY

Versatile professional with a track record of enhancing customer satisfaction at Raya Contact Center, adept in complaint resolution and customer support. Leveraged problem-solving skills and a calm disposition to exceed daily metrics, demonstrating a commitment to performance improvement and client communication. Proven ability in multitasking and fostering customer relationships, ensuring positive outcomes.

including clerical support and public interaction. Excels in calendar management, scheduling, data entry and database administration.

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## WORK EXPERIENCE

### Receptionist ,Wormac Company

Nov 2020 - Feb 2023

- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Responded to inquiries from callers seeking information.
- Confirmed appointments, communicated with clients, and updated client records.
- Answered phone promptly and directed incoming calls to correct offices.
- multitasking abilities while managing numerous tasks simultaneously under tight deadlines.

### Call Center Agent ,Raya Contact Center

Aug 2024 - Oct 2024

- Demonstrated empathy and understanding when dealing with difficult situations, ultimately diffusing tension while finding satisfactory resolutions.
- Adhered to company policies and scripts to consistently achieve call-time and quality standards.
- Adapted communication style to meet diverse customer needs, creating positive experiences for all callers.
- Exceeded daily call center metrics, consistently maintaining a high level of productivity and customer satisfaction.

### Arabic Language Teacher (School of the Future )

Mar2023 - Jan 2023

- Conducted regular assessments to monitor student progress, adjusting instructional methods as needed for optimal results
- Established strong relationships with parents through regular communication about student progress and upcoming events related to the Arabic program.

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## EDUCATION

### Graduate From Faculty Of Arts , Benha University

Sept 2019 - June 2022

- Arabic Language

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## ADDITIONAL INFORMATION

- **Technical Skills:** Complaint resolution , Gathering information , Problem-solving skills , Calm disposition , Performance improvement , Technical Support
- **Languages:** English