

Mohamed Elgendy

Cairo

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Personal Details

Date of Birth	11/1/1982
Marital Status	Married
Nationality	Egyptian
Gender	Male
Driving Licence	Yes
Another phone	01024614128

Objective

Insightful Manager with experienced directing and improving operations through effective employee motivational strategies and strong policy enforcement. Proficient in best practices, market trends and regulatory requirements of industry operations. Talented leader with an analytical approach to business planning and day-to-day problem-solving.

Experience

Customer Service Manager

2023 - Till now

Ecomatic company

- Working on CRM system
- Improve customer service experience, create engaged customers and facilitate organic growth
- Take ownership of customers issues and follow problems through to resolution
- Set a clear mission and deploy strategies focused towards that mission
- Develop service procedures, policies and standards
- Keep accurate records and document customer service actions and discussions
- Analyse statistics and compile accurate reports
- Recruit, mentor and develop customer service agents and nurture an environment where they can excel through encouragement and empowerment
- Keep ahead of industry's developments and apply best practices to areas of improvement
- Control resources and utilise assets to achieve qualitative and quantitative targets
- Adhere to and manage the approved budget
- Maintain an orderly workflow according to priorities
- Improve policies and processes
- Supervise customer service team
- Maintains records
- Setting customer service objectives and goals
- Enhanced customer satisfaction
- Hire and train service agents
- Respond to customer inquiries
- Analyse statistics and compile accurate reports
- Handle customer complaints to improve retention
- Performance monitoring
- Anticipate and resolve customer service issues
- Customer feedback analysis

Sales Manager

2022 - 2023

United Company (Elgamal Group)

Working on CRM system

Achieve growth and hit sales targets by successfully managing the sales team

Design and implement a strategic business plan that expands company's customer base and ensure its strong presence

Own recruiting, objectives setting, coaching and performance monitoring of sales representatives

Build and promote strong, long lasting customer relationships by partnering with them and understanding their needs

Present sales, revenue and expenses reports and realistic forecasts to the management team

Identify emerging markets and market shifts while being fully aware of competition status

Prepare and present proposals and solutions to decision makers

Develop and execute strategic plan to achieve sales targets and expand client base

Cultivate strong relationships with existing clients and create new clients

Developing new accounts through face to face and telephone contact with potential customers

Ascertain customer needs and demonstrate product capabilities and how the product addresses these needs to the customer

Respond to all sales leads within the required response time and work to solidify and close the sale, and report results on a regular basis as defined

Overcome customer objections, issues, or concerns as necessary to solidify the client relationship, and obtain a higher value from clients based on the value added benefits offered by the service

Develop meaningful relationships with customers to encourage trust and loyalty

Ability to work at local/regional trade shows and conferences

Team Leader

2012 - 2022

Xceed Telecom Egypt

Hiring new employees by making hard interviews to find my requirements for serving the account.
working on CRM

Ensure quality of service to the highest standards to exceed clients' satisfaction

Drive and monitor the KPIs of team, update operational forms and escalate when necessary

Act as self-starter and an action taker to achieve present/future goals

Analyze and evaluate operational results, take appropriate actions for improvement

Conduct documented meetings with the team on a monthly basis.

Improve and enhance communication channels within the team to ensure accurate update of information and data.

Coach and provide relevant feedback on team performance progress and ensure team development.

Time management, and shift handover.

Quality Assurance Specialist

2009 - 2012

Xceed Telecom Egypt

Participates in design of call monitoring formats and quality standards.

Performs call monitoring and provides trend data to site management Team.

Uses quality monitoring data management system to compile and track performance at team and individual level.

Monitors email customer contacts.

Participates in customer and client listening programs to identify Customer needs and expectations.

Provides actionable data to various internal support groups as needed.

Coordinates and facilitates call calibration sessions for call center staff.

Provides feedback to call center team leaders and managers.

Customer Services Representative

2006 - 2009

Xceed Telecom Egypt

• Deliver prepared sales talks, reading from scripts that describe products or services, in order to persuade potential customers to purchase a product or service or to make a donation.

• Sales at Mobinil account.

• Sales at 111 (landline) account.

• Sales at TEDATA account.

• Contact businesses or private individuals by telephone in order to solicit sales for goods or services, or to request donations for charitable causes.

- Obtain names and telephone numbers of potential customers from sources such as telephone directories, magazine reply cards, and lists purchased from other organizations.
- Telephone or send emails to respond to correspondence from customers or to follow up initial sales contacts.
- Schedule appointments for sales representatives to meet with prospective customers.

Legal Affairs Officer & HR Specialist

2004 - 2006

ElNour for construction

- Handling and reviewing company legal activities including drafting and reviewing contracts, agreements or other legal documents, and various regulations
- Identifying and addressing potential legal issues and risks for current activities, operation and strategic initiatives and manages litigation
- Representing the company before all governmental and public bodies concerning obligations, rights, contracts, and legal procedures related to the company's business
- Controlling and following up of current contracts to avoid government fines.
- Reviewing any complaints and inquiries that are sent to the Legal department.
- Preparing periodic reports including all achievements, obstacles, and solutions of the legal affairs department to ensure a continuous improvement
- Carrying on the required legal investigations and takes whatever procedures, recommendations, or decisions according to the labor law and the company's policy
- Providing legal assistance to the Human Resources team for employment matters and contract to draft for employment and other related matters.
- Reviewing and providing opinion on the structuring of the new business transactions and related documentation.
- Interacting with external lawyer and consultants and seeks their opinion on complex issues of pending and critical legal matters.

HR Specialist

2003 - 2004

Masrawy Restaurant

- Prepare and review compensation and benefits packages
- Administer health and life insurance programs
- Implement training and development plans
- Plan quarterly and annual performance review sessions
- Inform employees about additional benefits they're eligible for (e.g. extra vacation days)
- Update employee records with new hire information and/or changes in employment status
- Maintain organizational charts and detailed job descriptions along with salary records
- Forecast hiring needs and ensure recruitment process runs smoothly
- Develop and implement HR policies throughout the organization
- Monitor budgets by department
- Process employees' queries and respond in a timely manner
- Stay up to date and comply with changes in labor legislation

Sales Representative

2000 - 2003

Carpet city

- Presell and sell in new items, promotions and initiatives to all levels of store personnel.
- Maintain shelf excellence.
- Sell and maintain permanent and in cremental temporary display.
- Educate store personnel on upcoming new items, promotions, and category initiatives
- Observe and report in store competitive product/promotional activity.

Education

Course / Degree	School / University	Grade / Score	Year
Law	Cairo university	BSC	2003

Courses

Hr course at keem center

Sales&Marketing training at Orascom Trainingcenter
CRM atxceed center
Trainer at xceed center
Effective coaching skills at xceed center Communication skills at xceed center

Skills

Outstanding Writtenand Verbal Communication Skills. •Ability to self motivate and multi task and work independently orwithinateam. •Ability to interact with any level with in an organization. •Strong presentation skills •Analytical skill. •Very well organized. •Excellent Interpersonal Skills. •ExcellentTeam work Leader skills. •Excellent problem solving&customer serviceveskill .•Ability to train,motivates,and leads a team.

Excellent User for MSWindows,•MSO(Excel,Word,outlookandpowerpoint).•Excellent Internet user

Languages

English very good Arabic Native