

IHAB SAMY AGBAN

CUSTOMER SERVICE SPECIALIST



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Smouha - Alexandria - Egypt

About Me

Diligent and personable customer service representative seeking a position in which my communication skills combined with my problem-solving skills can be useful in serving customers.

Capable of handling multiple tasks in a fast-paced environment. Able to keep customers happy and smiling while resolving their issues in the shortest time possible

Experience

1- SANA EGYPT FOR TRADING AGENCIES 2018 - 2020

CUSTOMER SERVICE SPECIALIST

DUTIES:

- RESPOND TO CUSTOMER CALLS & COMPLAINTS.
- SAVE CUSTOMER'S DATA & REQUESTS
- Follow up customers until the successful completion of orders
- Develop a system for working within the department and cooperating with different departments within the company

2- PERFUME SHOCK ONLINE STORE 2018 - 2020

CUSTOMER SERVICE REPRESENTATIVE & MODERATOR AT FACEBOOK PAGE , INSTAGRAM , WHAT'S APP

DUTIES:

- RESPOND TO CUSTOMER MESSAGES & COMMENTS.
- MAKE A DEAL WITH CUSTOMER.
- HANDLING ANGRY CUSTOMER.
- ACT AS A SUPERVISOR WHEN HE WAS ABSENT.

3- JUMEIRAH EGYPT FOR REAL STATE INVESTMENT 2017 - 2018

CALL CENTER AGENT

DUTIES:

- RESPOND TO CUSTOMER CALLS.
- KNOW CUSTOMERS' DEMANDS AND DIRECT THEM TO THE APPROPRIATE DEPARTMENT.
- RECORD CUSTOMER DATA IN THE SYSTEM.
- MAKE WEEKLY AND MONTHLY REPORTS WITH COMPLETE CUSTOMER DATA.

4- FOR PRINT ADVERTISING AGENCY 2016 - 2017

SALES REPRESENTATIVE

DUTIES :

- MAKE CALLS TO CUSTOMERS TO SCHEDULE INTERVIEWS.
- GATHER CUSTOMER INFORMATION AND DATA VIA THE INTERNET.
- CONVINCE CUSTOMERS OF COMPANY PRODUCTS FROM ADVERTISING

Education

2015

FACULTY OF AGRICULTURE - ALEXENDRIA UNIVERSITY

Bachelor of Agriculture

Language

Arabic 

English 

Expertise

- Computer Skills (Very Good at MS & internet & social media)
- Personal Skills (Merit and take responsibility , Flexibility in work , Communication skills and dealing , hard worker , creative)