

Yasmeen Mohamed



Contact

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Personal data:

Nationality: Egyptian

Status: married

Birthday date: 21/6/1987

Status visa: tourist visa
(transferable)

Languages

Arabic: mother tongue

English: very good

Education:

Bachelor of Tourism and
Hotels (2005 to 2008)
Suez canal University

Summary

An organised, results-oriented customer service advisor with 4+ years experience in challenging telephone customer support roles. Patient and resilient with a commitment to solving complaints at first point of contact. Completely dedicated to outstanding customer service and turning complaints into compliments. Seeking to continue creating superior customer experiences.

Skill Highlights

Complaint resolution: de-escalated challenging situations and resolved majority of complaints .

Time management: met and exceeded goals for call waiting and complaint resolution times.

Computer skills:

Microsoft office

Resilience: managed a high volume workload and challenging cases while still delivering first-class customer service.

Written communication: drafted written complaint responses in accordance with company style guide that met all measures for quality control.

Experience

3/2021_Until now -Aqua Travel Tourism

Customer service advisor

- Provided telephone and online customer support for 100,000+ customer .
- Exceeded complaints resolution quality goal of 90% achieving score of 96%+.
- Resolved 90% of complaints at first point of contact, exceeding corporate target of 80%.

1/2018_2/2021-Dimonda ship in the Nile

Customer service

- Provided telephone support for 50,000
- Achieved average call time of six minutes, exceeding corporate target of eight minutes.
- Received three officially recorded customer compliments for delivering outstanding customer service.

