

Mai Mohamed

Customer Services

Goal-oriented Specially Customer Service Representative equipped with strong customer relations and inventory management skills. Flexes with changing demands and unique customers' needs to deliver customized solutions and maximize company profit. Specializes in Customer Services.

Contact

Address

Alexandria, ALX 0000

Phone

01205022425

E-mail

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Skills

Key holder experience ●●●●○

POS systems expert ●●●●○

Key stakeholder relationship building ●●●●○

CRM ●●●●○

Receiving support ●●●●○

Sales expertise ●●●●○

Complaint resolution ●●●●○

Retail store support ●●●●○

Professional telephone demeanor ●●●●○

Languages

Arabic ●●●●○
Native or Bilingual

English ●●●○○○
Professional Working

Work History

2023-01 -

Current

Moderator

Egyptian American Academy, Egypt, Alex facilitates, reviews, and guides a discussion or debate and related interactions to ensure all shared content is appropriate and follows community rules.

2022-06 -

Current

Customer Sales and Service Expert

El Mobasher, Alexandria, Alex

- Completed call documentation while speaking with customers.
- Developed technical and mechanical proficiency to assist customers and field staff with service issues.
- Handled calls promptly and with courteous professionalism.
- Maintained working knowledge of products, accounts, representatives, tools and systems.

2018-04 -

2022-06

Customer Sales and Service Expert

Samsung, Alexandria, Alex

- Completed call documentation while speaking with customers.
- Developed technical and mechanical proficiency to assist customers and field staff with service issues.
- Handled calls promptly and with courteous professionalism.
- Maintained working knowledge of products, accounts, representatives, tools and systems.
- Processed orders, service requests and applied information to customers.
- Answered in-depth questions about company offerings, service policies and benefits of each plan.

2017-04 -

2019-09

Journalist

El Wafd Jamal, Alexandria, Alex

- Organized material, determined area of emphasis and wrote stories according to prescribed editorial style and format standards.

Education

2013-07 -

2017-08

Very Good: Media

King Marriot Academy - Alexandria