

CONTACT

-  Egypt - Cairo, Cairo, 11511
-  01114501018
-  abdelrhman2291@gmail.com

SKILLS

- De-escalation techniques
- Customer feedback management
- Sales Navigator
- Support ticket reporting
- Outreach
- Customer rapport building
- Complaint resolving

LANGUAGES

Arabic: First Language

Arabic: C2

Proficient

Abdelrhman Ahmed Saad

Enthusiastic Customer Team Member with excellent communication skills. Helpful and personable throughout transactions for excellent service standards. Well presented with excellent work ethic for professional customer care.

EXPERIENCE

- 02/2022 - 01/2023

Customer Support
telecom egypt - Cairo, Cairo

 - Provided exceptionally high levels of customer service via live chat, email, phone and social media.
 - Built and maintained excellent relationships with customers, promoting high levels of customer retention.
 - Maintained excellent customer satisfaction by assisting and helping them with any questions, stock queries and complaints.
- 01/2021 - 01/2022

Customer Service
Orange Business Services - Cairo, Cairo

 - customer service
 - Working on solving customer problems via mobile
 - Helped customers feel valued and appreciated by proactively going the extra mile to solve queries and complaints.

EDUCATION

- 2024
- NVQ Level 4 Information Systems**
Higher Institute of qualitative studies - Giza
- Coursework in [\[Area of expertise\]](#)