

Mai Mohamed Abd Eltaif

Manger Call Center

Profile

Sex: Female

Marital Status: Single

Nationality: Egyptian

Birth Date: 26/6/1988

Resident Permit: Transferable

Address:

Embaba St Ahmed Oraby –
buling 22

Phone:

01552257412 - 01552146918

Email:

maim57180@gmail.com

Languages

Arabic : Native Language

English : Good

Skill

- Excellent communication skills
- A strong customer focus and a good telephone manner
- Marketing & Telemarketing
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- Ability to work well in teams
- A desire to help others work towards targets and develop their skills confidence and good business sense
- Ability to manage change
- Ability to set, meet and exceed targets
- Leadership skills and the ability to motivate and develop staff
- A desire to help others work towards targets and develop their skills confidence and good business sense
- Focused and self-motivated approach to work
- Ms office program.

Experience

- Al-Siyasa and Arabic Time Newspaper agent call center in Kuwait [2011 – 2013].
- Al-Siyasa and Arabic Time Newspaper manager call center in Kuwait [2013 – 2020].

Education

Bachelor of Law from Cairo University

Core Qualifications

- Excellent customer service even to difficult callers
- Capable of handling a variety of disputes and facilitating quick and efficient resolutions over the phone.
- Train and assist entry-level customer service officers by helping them improve listening skills, communication, and multitasking abilities.
- Answer numerous calls in a high-volume call center environment. Resolve customer complaints and ensure calls are handled in a professional and prompt manner.
- Able to thrive and meet company standards in a busy call center environment both alone and in a team setting.
- produce weekly call reports for management.