

Mahmoud Serag

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Summary

- In-depth experience building and leading the team and following company policies.
 - Proven track record of efficiency, dependability, and customer service.
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Experience

Camera Monitor

Aramax • Cairo, GA

10/2022 - 04/2023

- Strengthened communication skills through regular interactions with others.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Proven ability to learn quickly and adapt to new situations.
- Used strong analytical and problem-solving skills to develop effective solutions for challenging situations.

Credit Specialist

Tassahel • Cairo, GA

02/2022 - 06/2022

- Monitored appropriateness of credit limits on customers, making changes to realign operations with policies and targets.
- Analyzed applicants' financial status and credit and property evaluations to determine loan feasibility.
- Managed additional responsibilities by filling in for unavailable supervisors to maintain smooth operations.

Data Entry

Tassahel • Cairo, GA

08/2021 - 01/2022

- Completed data entry tasks with accuracy and efficiency.
- Corrected data entry errors to prevent duplication or data degradation.
- Collated and organized data entry documents into filing systems for easy access.

Sales indoor

Arafa Group • Cairo, GA

01/2021 - 07/2021

- Streamlined inventory management to eliminate the need for stock replenishment
- Communicated with customer support for clarity on questions that were not answered in the online FAQs
- Established personal connections with customers, exceeding customer service expectations
- Built rapport with clients by providing quality customer service and problem solving

Call Center

Atheel • Cairo, GA

08/2019 - 12/2019

- Managed a team of agents who handled a large volume of calls and worked to ensure that the quality of service provided was consistently high
- Responded to more than customer service inquiries, including a large percentage of self-service calls
- Handled an average of escalations per day, engaging with customers in a friendly, courteous, and professional manner
- Supervised teams of agents, aided in their training, and ensured that customer service standards were met
- Analyzed and responded to more than customer service tickets, which resulted in more than [x] minor or major resolutions.

Skills

Customer service, Time management, Computer literacy, Communication skills, Leadership, Microsoft excel, Guest services, Microsoft word, Documentation review, Physical examinations, hard worker, Search Engine Optimization, Teamwork, Mobile Device Management, mobile software

Education

Mechanics (hydraulic - Pneumatic)

Technical Secondary School For Dual Education • Helwan

07/2020

- Graduated from military secondary school with an industrial technical diploma that qualifies me for the job market in the field of mechanics with a very good degree.

Languages

English, Arabic

Certificates

ICDL, The beginnings of network security