



MOHAMED ABDEL HAMID MOHAMED IBRAHIM MAHJOUB

CONTACT

Egypt

Mobile: 00201032018866

hamohamdy268@gmail.com

EDUCATION

Technical DIPLOA

Graduation Date : 2014

LANGUAGES

Arabic: Native language

English:

B2

Upper intermediate

PROFESSIONAL SUMMARY

Astute Call Center professional offering polished communication skills. Brings excellent organizational skills and talent for overcoming customer objections. Self-motivated and true team player. Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results. Dynamic Sales Executive providing high level of customer service while increasing revenues. Successful at leveraging sales technologies, software and CRM data to identify, analyze and act upon leads, opportunities and sales funnels. Personable communicator focused on exceeding client expectations.

OBJECTIVE

- To be apart of company that will give me an opportunity to prove my efficiency regarding to the duty and tasks that will assign to me .

SKILLS

- Corporate Standards
- Issue and Complaint Resolution
- Information Updates
- Price Verifications
- Understanding Customer Needs
- Responding to Difficult Customers
- Team Management
- Providing Feedback
- handling customer
- computer skills
- work under pressure
- work with team work
- Locating Merchandise
- Energy and Physical Stamina
- Team Goals

WORK HISTORY

January 2022 - Current

Customer Service Executive, *Real Soft company*, Egypt

- Described product and service details to customers to provide information on benefits and advantages.
- Provided company information and policies to customers upon inquiry and answered questions via phone, email or online chat.
- Resolved customer billing errors by researching issues in system, asking open-ended questions and determining root causes of problems.

- Explained online self-help options to customers to promote additional and after-hours support choices.
- Assessed customer service trends and evaluated complaints to determine areas in need of enhancement and align teams to better meet customer demands.

August 2020 - December 2021

Customer Service Officer, *Alex Apparels company*, Egypt

- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Assisted call-in customers with questions and orders.
- Provided primary customer support to internal and external customers.
- Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions.

February 2019 - March 2021

Sales Executive, *Alex Apparels Company*, Egypt

- Achieved sales goals and service targets by cultivating and securing new customer relationships.
- Increased revenue by implementing effective sales strategies in sales cycle process from prospecting leads through close.
- Analyzed past sales data and team performance to develop realistic sales goals.
- Remained current on industry trends to better understand customer needs, product effectiveness and sales tactics.
- Presented products to clients using dynamic presentations and practical use-case scenarios.

April 2015 - June 2019

Sales Executive, *Carrefour Down town*, Egypt

- Achieved sales goals and service targets by cultivating and securing new customer relationships.
- Increased revenue by implementing effective sales strategies in sales cycle process from prospecting leads through close.
- Researched sales opportunities and possible leads to exceed sales goals and increase profits.
- Analyzed past sales data and team performance to develop realistic sales goals.

March 2014 - August 2015

Sales Executive, *shoes shop*, Egypt

- Achieved sales goals and service targets by cultivating and securing new customer relationships.
- Researched sales opportunities and possible leads to exceed sales goals and increase profits.