



MOHAMED HELMi

DETAILS

Alexandria, Egypt
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01282023611

PROFILE

Performance-driven and motivated customer service rep offering 4+ years of relevant experience. Eager to join the Techia team and contribute to the growth of the company. In the previous role, the ability to make customers comfortable and relaxed allowed for 98% customer service survey results and had 25% more sales than the average employer.

EMPLOYMENT HISTORY

Supervisor, Fathalla Gomla Market, Alexandria

JANUARY 2021

- Assess current team processes and procedures, identify opportunities for improvement, and implement them
- Develop individual quotas and assign territories for team members
- Coach, mentor, and provide feedback to team members
- Foster a competitive yet collaborative team environment

Receptionist , King Marriott Hotel, Alexandria

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.

Sales Representative , Tiba Globe Egypt, Alexandria

- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.

Accountant , Israa Restaurant, Alexandria

- Assess individual performance through observation and measurement, and suggest corrective actions as needed
- Knowing our products inside and out so that you can answer questions.
- Provide detailed and accurate sales forecasts

Customer Service Representative , We, Alexandria

Responding promptly to customer inquiries.

Communicating with customers through various channels.

Processing orders, forms, applications, and requests.

Responding promptly to customer inquiries.

Ensure customer satisfaction and provide professional customer support.

EDUCATION

Bachelor, Abou Quir High Institute for Computer Science and Information Systems, Alexandria

SKILLS

Flexibility and Adaptability

Microsoft PowerPoint

Time Management

Interpersonal Communication

Adaptability

Highly organized and efficient

Complex Problem Solving

Communication and Presentation

Creativity

Interpersonal Skills

COURSES

English Conversation Course

CCNA Course

Network Course

LANGUAGES

English

Arabic
