



# IBRAHIM MOHAMED



+971558679090



Ebrahimmogahed23@gmail.com



Armanda5 , Dubai , UAE

Date of Birth: 15, January, 1995

Marital Status: Married

Visa Status : visit Visa

---

## ABOUT ME

Customer-oriented, over than 5 years of experience in building relationships, Committed to maintaining professional relationships to increase profitability and drive business results and get Customers satisfaction, Proven ability to resolve customer issues and improve customer experiences, demonstrated by excellent customer interactions and a high customer rate , My objective is to work at a respected organization and utilize the communication skills I've obtained in my work experience and gain more experience in different company .

## WORK EXPERIENCE

### Senior Customer Services Representative - Telecom Egypt

January 2019 - to September 2023

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Handling customer complaints Addressing customer complaints and finding appropriate solutions to resolve them, Escalating complex issues to the appropriate department or supervisor when necessary.
- Providing product information Having a thorough knowledge of the company's products, services and being able to provide detailed information to customers , Assisting customers in making informed purchasing decisions.
- Follow up with customer to ensure that everything Ok.
- Maintaining customer records Updating and maintaining customer records in the company's database, Ensuring accuracy and confidentiality of customer information.
- Collaborating with other departments: Coordinating with other departments, such as sales, marketing, or technical support, to ensure a seamless customer experience, Sharing customer feedback and insights to improve products or services.
- Meeting or exceeding performance targets, such as customer satisfaction ratings, and sales goals, Continuously improving customer service skills and knowledge through training and development opportunities.
- Maintaining a positive and professional attitude when dealing with customers, even in challenging situations. Demonstrating empathy, patience, and understanding towards customer concerns.

### Some Of My achievements

- Promoted to Handle VIP Customers .
- I trained 4 batches to join the work .
- Assistant to other co-workers .
- Delegation for my team leader to check team Quality and performance and coaching them if needed .
- Promoted to be Team leader on the waiting list.

## Sales Executive - Alia Air Conditioning

May 2017 - to January 2019

- Develop a deep understanding of our products, including specifications, features, and benefits.
- Create and execute effective sales strategies to meet or exceed sales targets.
- Build and maintain strong relationships with customers, providing product information and support .
- Prepare and maintain accurate records of sales activities, customer interactions, and sales contracts.
- Effectively negotiate and close deals, handling objections and concerns professionally , Ensure that sales transactions are completed efficiently and accurately.

---

### Language

Arabic - mother tongue

English - business proficient

---

### SKILLS

- MS office productivity suite (Word- PowerPoint - Outlook - Teams - Excel)
- Communication
- Time Management
- Presentation
- Critical Thinking
- Organization Skills
- Research
- Strong observer

---

### EDUCATION

Bachelor Of Fine Arts Alexandria University • 2017

---