



Mohamed Hassan Ismail El-henawy


Customer Service





Personal details


 Mohamed Hassan Ismail
El-henawy

 mohamedelhenawy0001@
gmail.com

 0568093877

 Dubai , Arab Emirates

 20 January 1998

 Egyptian

Skills & Proficiencies

Extensive knowledge of various
sports and their rules.

Capacity to develop and implement
lessons learned plans.

Strong communication and personal
skills.

Experience in evaluating students'
performance and providing
constructive feedback.

Mastering the use of technology to
enhance learning experiences.

Detail-oriented and well-structured
with excellent time management
skills.

Profile

Have a proven track record of providing exceptional service and ensuring customer satisfaction. Possess strong communication and interpersonal skills, with the ability to empathize with customers and meet their needs. Master handling inquiries, solving problems and building positive relationships with customers. Proficient at working in fast-paced environments and handling high call volumes while maintaining a professional and friendly demeanor.

Employment

Customer Service 01/2023 - 11/2023
Egypt Air Airlines Company, Egypt

Customer Service 01/2017 - 12/2022
Smouha Sports Club, Alexandria, Egypt

Customer Service 01/2015 - 12/2017
Sultan Ayyub Restaurant, Egypt

Job Duties

Is Responsible For

- Responding promptly to customer inquiries via phone, email, or chat, providing accurate and helpful information.
- Assisting customers in resolving issues, troubleshooting technical problems, and navigating company processes.
- Acting as a liaison between customers and internal departments, ensuring effective communication and timely resolution of customer concerns.
- Handling escalated customer complaints, investigating issues, and finding appropriate solutions to restore customer satisfaction.
- Maintaining detailed and accurate customer records, including interactions, inquiries, and resolutions.
- Identifying opportunities for upselling or cross-selling products and services, enhancing customer value and revenue generation.
- Collaborating with team members to share knowledge, best practices, and improving overall customer service delivery.
- Participating in customer service training programs to enhance skills and stay updated on company products and policies.
- Achieving and consistently exceeded performance metrics, including customer satisfaction scores, response times, and sales targets.

Education

Bachelor's Degree in Physical Education and Sports Sciences 2017 - 2021
Alexandria University, Egypt
Department: Individual Sports
major :- Physical training and sports
Specialization: Karate

Languages

Arabic I Native Speaker
English I Very Good

Career Skills

Empathy and Patience
Conflict Resolution
Product Knowledge
Multitasking and Time Management
Technology Proficiency
Communication
Problem Solving

Courses

- Syndicate Of Specialized Sports Professions - General Syndicate of Sports Professions.**
- Physical load planning course - Faculty of Physical Education.**
- Sports massage course - Faculty of Physical Education.**
- Cupping cycle - Faculty of Physical Education.**
- A course to standardize the concepts of kata - Egyptian Karate Federation.**
- Training course on First Aid and Basic life Support (CPR)**

Volunteer Work and Training

General Management Of Stations
Egypt Air Airlines Company
January 2023