



SEIF MAGDY

Customer service

CONTACTS

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EMAIL

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ADDRESS

Dubai, United Arab Emirates

LANGUAGES

- English



- Italian



- Arabic



WORK EXPERIENCE

CUSTOMER SERVICE

📍 Cairo, Egypt

Commercial International Bank

Mar 2023 - Dec 2023

- Marketing and selling credit cards to consumers.
- Explaining and clarifying the benefits the buyer stands to gain from the purchase.
- Responsible for offering credit card samples and catalogs to clients; educating them on the terms and use of the cards as well as the prices; and also present client's credit card needs to the organization and offer ways to meet them.
- Providing customer support; answering client's questions within set standards, and helping them resolve complaints about the credit cards or issues that may arise during usage.

UNDERWRITING

📍 Cairo, Egypt

Paymob

Sep 2022 - Feb 2023

- Underwriting specialist.

CUSTOMER SERVICE

📍 Cairo, Egypt

APT

Aug 2021 - Aug 2022

- handled customer complaints and inquiries in a professional and courteous manner.
- performed daily customer service related tasks such as data entry and order processing.
- Developed and maintained positive relationships with customers through excellent communication and follow-up skills.

EDUCATION

2021

Bachelor Degree,

Faculty Of Commerce, Cairo, Eg