

CURRICULUM VITAE

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OBJECTIVE:

Seeking a position to utilize my skills and abilities in the Customer Service and Finance industries which offers a professional Growth while being resourceful, innovative and flexible. Further to update present skill-sets in order to Scale greater Positions.

CAREER GOAL:

To become a value based accomplished manager in life to serve mankind. I wish to work as a Team Leader or a Supervisor based on my scientific knowledge of Customer Service and Finance industries to become a committed Manager in order to bring Quality care for the company.

EDUCATION PROFILE:

- Bachelor of Commerce (Accounting in 2017 _ Cairo University _ Egypt)
- English Language Course (American University in Cairo_ Egypt)
- Accounting Course (Cairo University _ Egypt)
- ICDL (Cairo university)

SKILL SET:

- Good understanding of an accounting career.
- Pleasant personality with excellent communication skills.
- Critical Thinking and Problem-solving skills.
- Able to work on own initiative as a team leader.
- Proven leadership skills involving managing, developing and motivating team to achieve their objectives.
- Played a key role in implementation new policies.
- Good command over MS Windows (Win 2000, NT, XP) and MS Office.

Languages Known :

- Arabic (mother tongue)
- English (Excellent Reading, writing)

WORK EXPERIENCE:

Teller at Al Tahrir exchange

Cairo, Egypt (JAN 2021 till NOV 2023)

Teller at Al Fardan exchange

Dubai, UAE (DEC 2018 till NOV 2020)

- Open and maintain customer accounts by recording account information
- Resolve product or service problems by clarifying the customer's complaint determining the cause of the problem
- selecting and explaining the best solution to solve the problem expediting correction or adjustment; following up to ensure resolution
- Maintain financial accounts by processing customer adjustments
- Recommend potential products or services to management by collecting customer information and analyzing customer needs
- Prepare product or service reports by collecting and analyzing customer information
- Contribute to team effort by accomplishing related results as needed
- Manage large amounts of incoming calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships of trust through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/team sales targets and call handling quotas
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution.

Call Center at Etisalat Co

Cairo, Egypt (JUN 2017 till AUG 2018)

- Determines requirements by working with customers.
- Answers inquiries by clarifying desired information; researching, locating, and providing information.
- Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
- Fulfills requests by clarifying desired information; completing transactions; forwarding requests.
- Sells additional services by recognizing opportunities to up-sell accounts; explaining new features.
- Maintains call center database by entering information.
- Keeps equipment operational by following established procedures; reporting malfunctions.
- Updates job knowledge by participating in educational opportunities.
- Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

OTHER SKILLS:

- Communicating with people.
- Customer service.
- Managing a team work.
- Working under stress.
- Self-motivated and patient.
- Creative, fast learner, open-minded and responsible.
- Enjoy upon challenges both inside and outside the working environments