

Ahmed Darwish

Customer Service Executive



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📅 01/07/1991

📍 Abu Dhabi, UAE

Enthusiastic and self-motivated Customer Service representative with 10+ years of experience in dealing with clients. Highly energetic and driven constantly achieves revenue targets, exceeds client networks, and accomplishes company objectives with exceptional communication, interpersonal, and leadership skills.

responsibilities of a CSR include managing incoming calls and customer service inquiries, generating sales leads that develop into new customers, and identifying and assessing customer needs to achieve satisfaction.

Experience

In-store Trainer Tim Hortons

2023 - Present

- Responsible for training staff in all stations inside store and make sure to get customer satisfaction

Customer Service Manager Knoz El-Hekma Cairo- Jeddah

2021 - 2023

- Responding to customer emails and telephone calls to resolve problems such as wrong orders, delivery issues, payments, warranties, exchanges, and refunds Offering advice in a professional and efficient manner
- Working in compliance with high customer service standards and company practices
- Utilizing interpersonal communication skills when engaging with customers
- Promptly attending to customer requests to exceed KPIs
- Ensuring that customers receive exemplary customer service during all contact points with the company
- Achieved the highest performance levels and quality customer care.
- Meeting and exceeding required KPIs and targets. Secured additional

Restaurant Manager YYT (Vanellis & Teriyaki) Dubai, UAE

2019 - 2021

- focused on satisfying customer expectations and building strong profit margins.
- Brings a history improving customer reviews and adding to the company's bottom line through strict quality control and by creating innovative service offerings

Restaurant Manager Americana (Hardees) KSA

2013 - 2019

Education

Mansoura University

2008- 2012

- Bachelor of tourism and hotels
- Grade : Good

Skills

- Time Management
- Negotiation Skills
- Building Relationships
- Communication Skills
- Closing Deals skills
- Leadership
- Problem-solving
- Creativity
- Active Listening
- Eye for Detail
- Product Knowledge
- Research/ Information Gathering