

AHMED MOHAMED AL-KAFFAS

- 0503195736 | ahmedelkaffass232@gmail.com
- Address: United Arab Emirates
- Date of Birth: 07-03-1996 | Military Status: Exemption



SUMMARY

Dynamic and results-driven professional with extensive experience in customer service and sales management across the telecommunications industry. Proven track record of enhancing customer satisfaction and driving revenue growth through effective team leadership and strategic planning. Proficient in CRM systems and customer service best practices, with excellent communication and problem-solving skills.

EDUCATION

- **Mansoura University**
 - Faculty of Art ,Department: Sociology
 - Graduation Date: 2019

EXPERIENCE

Vodafone - Egypt | Call Center Agent | 2023-2024

- Accurately entered and updated customer information in the company database.
- Ensured data integrity and performed regular data audits.
- Addressed customer inquiries and resolved issues promptly and professionally.

Telecom Egypt | Customer Service Representative | 2022-2023

- Handled high volume of customer inquiries, providing timely and effective solutions.
- Utilized CRM systems to manage customer interactions and maintain accurate records.
- Resolved customer complaints and escalated issues, ensuring high customer satisfaction.
- Collaborated with team members to achieve department goals and improve service delivery.
- Provided product and service information, assisting customers with their needs.

Tasheel - Egypt | Customer Service Agent | 2019-2021

- Assisted customers with applications and documentation processes.
- Managed customer accounts and provided support for various services.
- Ensured compliance with company policies and procedures in all interactions.
- Maintained a high level of customer satisfaction through effective communication.
- Identified and resolved customer issues, escalating to higher management when necessary.

Etisalat - Egypt | Customer Service Agent | 2018-2019

- Responded to customer inquiries and provided support via phone, email, and chat.
- Utilized CRM software to track and resolve customer issues efficiently.
- Conducted follow-up calls to ensure customer satisfaction and issue resolution.
- Assisted in the training of new customer service agents.
- Maintained up-to-date knowledge of company products and services.

SKILLS

- Customer Relationship Management (CRM)
- Team Leadership and Training
- Customer Service Excellence
- Problem Solving and Conflict Resolution
- Communication and Interpersonal Skills
- Strategic Planning and Execution
- Time Management and Organization

LANGUAGES

- Arabic
- English