

# Mazen Ahmed Shaaban Mohamed



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Date of Birth: February 1, 2000

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## Education:

bachelor degree in accounting from the Faculty of Commerce at Alexandria University in 2021 with a good grade.

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## Career Objective:

To obtain a customer service position that enables me to engage with customers, foster relationships, and deliver outstanding service quality.

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## Experience:

Sutherland Global Services: call center agent - AT&T Account (MSS) :

3/8/2024 - 25/10/2024

The primary objective for agents managing AT&T accounts is to sell AT&T lines to customers while highlighting the advantages of adding new lines to their plans, which can lead to discounts on their bills. Agents also handle a variety of customer inquiries, such as questions about billing and payments, assisting customers in updating their personal account information, changing their AT&T plans, or upgrading their phones through a trade-in process with installment options. Additionally, they offer various features for eligible accounts. In the event of a billing error or misunderstanding, agents have the ability to reach out to the appropriate team to resolve the issue promptly and, if feasible, provide compensation to the customer.

Sutherland Global Services: call center agent - Direct tv Account :

1/7/2024 - 2/8/2024

To manage angry customers from Direct TV due to temporarily missing channels, explain the situation and reasons for the issue. Set appropriate expectations and offer a discount as compensation until the channels return after contract negotiations are completed.

Sutherland Global Services: Chat Support Agent - AliExpress Account :

18/1/2024 - 30/6/2024

The primary responsibility for this role involves assisting three customers simultaneously. These customers may have orders from AliExpress with expired estimated delivery times, technical issues on the website or account, or payment problems.

Argo international trading : general accountant :

1/2/2023 - 15/1/2024

Handling company accounts across various banks, monitoring the treasury balance, liaising with clients regarding their debts, tracking changes in the stock of goods, managing supplier balances throughout the year, entering daily transactions for the company, and ensuring accuracy in all payments within and outside the branch for the manager's review on a daily basis.

Samir Omar's office - PFA course : 2/12/2022 - 18/1/2023

covered essential accounting principles, entries, and financial statements, utilizing Excel.

El Mahalawy Company for Car Parts - clients accountant : 2/1/2021 - 31/8/2021

included managing client accounts and debts through Excel to monitor sales, purchases, and inventory adjustments.

Training at Egyptian Electricity Transmission : 2/7/2020 - 20/7/2020

concentrated on commercial tender processes between companies.

#### Skills :

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|---|---|
| 1.Skilled at problem-solving                                  | 6. exceptionally organized                  |
| 2.Quick learner   | 7. collaborative team player                |
| 3.Attentive listener  | 8. adept at communication                   |
| 4.Diligent dedicated worker                                   | 9. adaptable to different work environments |
| 5.Enthusiastic about ongoing development and self-improvement | 10.Punctuality                              |