

Saad Mohamed Abdullah


Payment & chargeback specialist

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PROFESSIONAL EXPERIENCE

Payment & chargeback specialist

Jul 2023 – Oct 2024

Tabby 

Dubai,

United Arab Emirates

- As a Payment Specialist at Tabby, I manage and process payment transactions, ensuring precision and efficiency in all operations.
- I collaborate with banks to address chargeback requests, providing the necessary information and documentation to resolve these cases and any other requests.
- I am committed to delivering outstanding support to our customers, enhancing their overall experience, fostering trust in our services, and prioritizing customer satisfaction.

Internal audit

Feb 2021 – Apr 2022

Vanilla 

cairo, egypt

- As an Internal Auditor at Vanilla, I conduct comprehensive audits to assess compliance with company policies and regulatory requirements.
- I evaluate the effectiveness of internal controls, identify operational improvements, and provide actionable recommendations to management.
- Collaborating with various departments, I ensure timely implementation of audit findings, enhancing overall organizational effectiveness.

Operations team leader

May 2020 – Jan 2021

Majorel 

cairo, egypt

- As an Operations Team Leader, I oversee daily operations within the team, ensuring efficiency and alignment with organizational goals.
- I lead, mentor, and develop team members while implementing processes that enhance productivity and quality.
- By monitoring key performance indicators (KPIs) and collaborating with cross-functional teams, I drive operational excellence and prioritize customer satisfaction, addressing challenges promptly to ensure seamless service delivery.

Quality assurance specialist

Jan 2020 – Apr 2020

Majorel 

cairo, egypt

- As a Quality Assurance Specialist, I assess and enhance the quality of customer interactions to ensure the highest standards of service.
- I develop and implement quality assurance protocols, conduct regular evaluations of customer service interactions, and provide constructive feedback to team members.
- By analyzing performance metrics and customer feedback, I identify areas for improvement and collaborate with teams to implement best practices.
- My focus on continuous improvement and customer satisfaction helps drive exceptional service delivery and fosters a positive customer experience.

Customer experience ambassador

Majorel 

Nov 2018 – Jan 2020

cairo, egypt

- As a Customer Experience Ambassador, I serve as the primary point of contact for customers, ensuring their needs are met with exceptional service.
- I engage with customers to understand their experiences, gather feedback, and address inquiries promptly.
- By collaborating with cross-functional teams, I help develop strategies to enhance the overall customer journey.
- My focus on fostering positive relationships and delivering tailored solutions contributes to increased customer satisfaction and loyalty.

EDUCATION

Bachelor of Law

Helwan university

Sep 2016 – Oct 2021

cairo, egypt

SKILLS

soft skills, microsoft office, team player, time management, Strong analytical and problem-solving skills, Coaching and communication skills, Creative thinking, Strong organizational skills with the ability to manage multiple tasks and deadlines, active listening, self-development, motivational, presentation skills

COURSES

Time management

Udemy

May 2019 – May 2019

cairo, egypt


Soft skills

Udemy

Jan 2019 – Jan 2019

cairo, egypt


Email etiquette

Majorel academy
certification 

Oct 2020 – Oct 2020

cairo, egypt


The leaders kit

Majorel academy
certification 

Oct 2020 – Oct 2020

cairo, egypt

DISC conflict Management

Majorel academy
certification 

Jul 2020 – Jul 2020

cairo, egypt