

AHMED SAAD

CUSTOMER SERVICE REPRESENTATIVE

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SUMMARY

Dedicated and results-driven Senior Customer Service Representative with a strong commitment to delivering outstanding customer experiences. Proven expertise in managing complex inquiries, resolving escalated issues, and ensuring high levels of customer satisfaction. Skilled in utilizing advanced communication tools and CRM systems to provide accurate, timely support. Adept at leading customer service initiatives, mentoring team members, and collaborating across departments to achieve service excellence in a fast-paced environment. Committed to continuous improvement, fostering customer loyalty, and enhancing operational efficiency.

TECHNICAL SKILLS

Call Center Software: Avaya CRM	Data Entry & data handling	Multichannel Communication:
Fast Typing Skills	Performance Metrics: AHT,	Phone, email, live chat,
Telecommunications: VoIP systems	FCR, CSAT scores	Technical Support, Fiber Optic

PROFESSIONAL EXPERIENCE

Waiter

2023 - Present

Al Khayma Heritage Restaurant, UAE

- Provide high-quality customer service and ensure customer satisfaction.
- Manage orders accurately and promptly to ensure a great dining experience.
- Handle customer feedback and resolve issues efficiently.
- Collaborate with the team to ensure smooth operations.

Customer Service Representative

2020 - 2023

Vodafone Egypt

- Provide technical support and resolve customer inquiries efficiently.
- Meet monthly sales targets by selling a set number of lines and additional services.
- Enhance customer experience by explaining the benefits and features of services.
- Train new employees on sales and customer service tasks.
- Contribute to increasing revenue by consistently meeting sales targets.

Customer Service Representative

2017 - 2020

Laurent Hospital, Egypt

- Greet patients and provide necessary information regarding medical services.
- Coordinate between departments to ensure smooth service delivery to patients.
- Handle patient complaints and resolve them to ensure satisfaction.
- Manage appointments and provide administrative support to doctors and staff.

EDUCATION

Master's Degree in Law

Alexandria University, Egypt

Bachelor of Law

Alexandria University, Egypt

ACHIEVEMENTS

- Consistently met and exceeded sales targets at Al-Shorouk Real Estate (3 sales per month).
- Contributed to the success of real estate projects along the North Coast while working at RE/MAX.
- Increased sales at Al Khayma Heritage Restaurant by suggesting additional products to customers.

LANGUAGES

- **Arabic:** Native and Bilingual Proficiency,
- **English:** Excellent Professional.

RELEVANT SKILLS

- Proficiency in Microsoft Office Suite (Word, Excel, Outlook)
- Excellent communication and interpersonal skills.
- Ability to remain calm and composed under pressure.
- Ability to provide excellent service and build strong client relationships.
- Proficiency in QuickBooks, CRM, avaya ect.
- Fast Typing Skills and ability to multitask and prioritize tasks effectively.
- Time Management Efficiently managing tasks and meeting deadlines.
- Ability to collaborate effectively with colleagues and departments.
- Attention to detail and accuracy in handling customer information
- Adaptability: Flexibility in responding to changing market conditions and client needs.
- Dedication to maintaining high standards of customer service and satisfaction.
- Strong focus on customer satisfaction and a positive attitude toward resolving issues.
- Familiarity with content management systems and marketing automation tools.
- Perfect performance Metrics: AHT, FCR, CSAT scores.