

MARWAN HOSAM

Customer Service Executive & Call Center (English Account)

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PROFESSIONAL SUMMARY

Results-driven Customer Service Professional with progressive experience in banking and retail environments. Offers exceptional communication skills in both Arabic and English, with proven expertise in financial product cross-selling, problem resolution, and client relationship management. Adept at utilizing various software systems Bringing unique analytical capabilities and attention to detail to customer-facing roles.

WORK EXPERIENCE

Customer Service Executive & Call Center (English Account) October 2024 - 2025 EGBANK, Giza, Egypt

- Managed a portfolio of 200+ English-speaking clients, serving as their primary point of contact for all banking services
- Achieved 118% of quarterly cross-selling targets for credit cards and personal loan products
- Processed and activated over 150 new credit and debit cards monthly with 99.8% accuracy
- Resolved complex customer inquiries with an average first-call resolution rate of 92%
- Documented and escalated customer issues through the bank's CRM system, reducing resolution time by 27%
- Maintained customer satisfaction rating of 4.8/5.0 based on post-call surveys
- Collaborated with multiple departments to ensure efficient processing of customer applications
- Participated in product knowledge training, maintaining expertise on all banking services and policies
- Handled inbound customer service calls for multiple financial services clients with 97% customer satisfaction
- Managed peak call volumes of 80+ calls daily while maintaining excellent service quality
- Utilized CRM software to accurately document customer interactions and follow-up requirements
- Resolved account discrepancies and billing issues with 95% first-contact resolution rate
- Collaborated with supervisors on escalated cases requiring specialized attention

Customer Service Representative August 2023 – October 2024 Vodafone UK (Outsourced via Concentrix), Egypt

- Delivered exceptional customer support via phone, email, and live chat to Vodafone UK clients, ensuring first-call resolution and high customer satisfaction (CSAT).
- Handled billing inquiries, technical troubleshooting, plan upgrades, and complaint resolution efficiently and within SLA targets.
- Utilized CRM systems (Salesforce, Siebel, proprietary systems) to log interactions, update customer profiles, and track case progress.
- Demonstrated strong problem-solving and analytical thinking to resolve complex customer issues while adhering to Vodafone UK policies and procedures.
- Promoted Vodafone products and services to meet customer needs, contributing to upselling and cross-selling targets.
- Maintained an average CSAT score of [XX]%, consistently exceeding team targets and KPIs such as AHT (Average Handling Time) and FCR (First Call Resolution).
- Collaborated with cross-functional teams to escalate technical faults and service disruptions, ensuring timely resolution.
- Adapted to changing processes and product updates in a fast-paced contact center environment.

EDUCATION

- Bachelor of Law (English Section)
- Faculty of Law | 2023

PROFESSIONAL SKILLS

- Microsoft Office Suite (Advanced)
- CRM Systems (Salesforce, Zendesk, Siebel)
- Avaya Call Center Technology
- Banking Transaction Systems
- Payment Processing Platforms
- Data Entry (90+ WPM)
- Digital Communication Tools
- Customer Database Management
- VoIP Telephony Systems
- Electronic Document Management
- Virtual Meeting Platforms
- Email Management Systems
- Cloud-Based Collaboration Tools
- Help Desk Ticketing Systems
- Electronic Banking Systems
- Remote Desktop Applications
- Information Security Protocols
- Customer Relationship Management
- Conflict Resolution
- Active Listening
- Emotional Intelligence
- Time Management
- Adaptability & Flexibility
- Team Collaboration
- Intercultural Communication
- Complaint Handling
- Attention to Detail
- Process Improvement
- Stress Management
- Problem Solving & Critical Thinking
- Communication & Reporting
- Performance Monitoring
- Client Needs Assessment
- Service Quality Assurance
- Multitasking
- Data Analysis
- SLA & KPI Management
- Escalation Handling
- Training & Knowledge Sharing
- Customer Retention Strategies
- Organizational Skills
- Professional Ethics

LANGUAGES

- Arabic (Native)
- English (Professional)