

Sameh Samy Mohamed

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Professional Summary

Customer service specialist with over 3 years of experience in high-volume call centers and online environments. Proficient in handling inquiries, resolving complaints, and maintaining customer satisfaction. Strong communication and problem-solving skills. Seeking to contribute to a dynamic customer-focused team in the UAE.

Work Experience

• Customer Service Representative – Al Raay Company

Alexandria | Jan 2024 – Jan 2025

- Handled inbound and outbound customer calls, resolving issues efficiently.
- Provided accurate information on products, services, and policies.
- Ensured a high level of customer satisfaction through active listening and clear communication.

• Customer Service Representative – octopus outsourcing

Alexandria | Feb 2023 – jan 2024

- Managed inbound/outbound calls, resolving issues to ensure customer satisfaction.
- Achieved over 90% customer satisfaction by providing clear and accurate support.
- Identified customer needs and offered tailored solutions to boost sales.

• Customer Service Representative – Online Call Center

Remote | Feb 2021 – NoV 2022

- Provided support for multiple social media pages and platforms.
- Maintained over 90% customer satisfaction rate.
- Resolved complaints promptly and clearly explained services and policies.

Core Skills

Customer Support | Call Handling | Conflict Resolution | Multitasking | Problem Solving | Time Management | Microsoft Office | CRM Tools | Communication

Soft Skills

Communication Skills | Customer Service | Problem-Solving | Time Management | Teamwork | Adaptability | Attention to Detail | Multitasking | Work Under Pressure | Data Entry

Education

Bachelor of Laws, Alexandria University – Oct 2022

Certifications

Microsoft Office (Excel, Word, Outlook) – Apr 2024
Artificial Intelligence Prompt Expert – Apr 2025, Dubai Future Foundation
Digital Marketing Basics – Aug 2020, Google Courses