

AbdAllah Refaat Mohamed Elmorsy
Technical Support Engineer & Customer Service Team Leader
Address: Dubai, United Arab Emirates
Phone Number: 00971566496585 - 00971522382088
Email: eng.abdallah.refaat.elmorsey@gmail.com
<https://www.linkedin.com/in/abdallah-refaat-elmorsey-9a806b113>



Objective

My goal is to become associated with a company where I can utilize my skills and gain further experience while enhancing the company's productivity and reputation.

Educational Qualifications

- **Bachelor Of Communication & Electronics Engineering**, Faculty Of Engineering, Mansoura University, Mansoura - Egypt, July 2015.

Job History

June 2018 – Present

Customer service (Call Centre- Live Chat) Team Leader
Ministry Of Culture & Knowledge Development, UAE, under CSC visa

Duties:

1. Create an inspiring team environment with an open communication culture
2. Set clear team goals & Delegate tasks and set deadlines.
3. Oversee day-to-day operation & Monitor team performance and report on metrics.
4. Discover training needs and provide coaching.
5. Meet personal/team qualitative and quantitative targets.
6. Listen to team members' feedback and resolve any issues or conflicts.
7. Recognize high performance and reward accomplishments.
8. Encourage creativity and risk-taking.

October 2017 – May 2018

Customer service (Call Centre- Live Chat) Representative
Global Village, UAE, under CSC visa

Duties:

1. Receive and respond to inbound and outbound calls & inbound e-mails and live chats.
2. Actively listen to the customer, taking their request for product or services.
3. Provide information to the customer and place appropriate notes in system indicating exactly what action was taken or needs to be taken.
4. Keep records of all conversations in our call centre database in a comprehensible way.
5. Work in a timely and efficient manner while still providing superior customer service.
6. Must meet service level requirements as determined by the department.

August 2016 – September 2017

Customer service Call Centre Representative
Sharjah Roads & Transport Authority (SRTA), UAE, under CSC visa

Duties:

1. Answer calls and handle customer inquiries telephonically.
2. Research required information using available resources.
3. Manage and resolve customer complaints.
4. Enter new customer information into system.
5. Route calls to appropriate resource.
6. Follow up customer calls where necessary.
7. Document all call information according to standard operating procedures.
8. Meet personal/team qualitative and quantitative targets.

April 2016 – July 2016
Sales Outdoor
MBM Company (ETISALAT Partner), UAE

Duties:

1. Sell Bit stream Internet lines.
2. Sell ETISALAT Sims & phones & other products.

June 2014 – December 2015
Technical Support Call Centre Representative
TE Data (Egypt's main ISP)

Duties:

1. Diagnose and troubleshoot technical issues, including account setup and network configuration.
2. Research and identify solutions to software and hardware issues.
3. Ask customers targeted questions to quickly understand the root of the problem.
4. Track computer system issues through to resolution, within agreed time limits.
5. Talk clients through a series of actions, either via phone, email or chat, until they have solved a technical issue.
6. Properly escalate unresolved issues to appropriate internal teams.
7. Provide prompt and accurate feedback to customers.
8. Refer to internal database or external resources to provide accurate tech solutions.
9. Prioritize and manage several open issues at one time.
10. Follow up with clients to ensure their IT systems are fully functional after troubleshooting.
11. Prepare accurate and timely reports.
12. Document technical knowledge in the form of notes and manuals.
13. Maintain jovial relationships with clients.

March 2013 – December 2015
Computer Maintenance Engineer
Baghdad Company, Egypt

Duties:

1. Computer Hardware Maintenance.
2. Servicing printers, scanners and other office equipment.
3. Installing computer software.

March 2012 – June 2013
Customer service (Face To Face – Sales Indoor) Representative
Baghdad Company, Egypt

Duties:

1. Listen and respond to customers' needs and concerns.
2. Provide information about products and services.
3. Help customers with their accounts via phone calls & live web chat.
4. Take orders, determine charges, and oversee billing or payments.
5. Review or make changes to customer accounts.
6. Handle returns or complaints.
7. Record details of customer contacts and actions taken.
8. Research answers or solutions as needed.

March 2011 – March 2012
Sales Outdoor
Baghdad Company, Egypt

Duties:

1. Generate sales reports each week and submitting them to management.
2. Utilize all available resources to reach out to prospects and attempt to turn those prospects into customers.
3. Update client information in the company contact database.
4. Stay on top of industry trends to identify potential opportunities for company growth.

Training History & Courses

- Etisalat Academy UAE (Customer Service) Nov. 2016.
- One Lab Training Center (CCNA Routing & Switching) Feb. 2014.
- Virtual Labs, Mansoura University (Arduino) March 2013.
- Telecom Egypt – Summer Training (Telecommunications & Fibre Optics) July 2012.

Languages

- **Arabic:** Native Language.
- **English:** Good in professional and social environment.

Computer Skills

- **Computer Skills:** Excellent.
- **Microsoft Office:** Word, Excel, PowerPoint, Outlook, Windows and Internet Browsing.

Relevant Skills

- Excellent mathematical and logical reasoning skills.
- Ability to handle multiple-tasks.
- A Team Player.
- Dealing with different kinds of customers and handling their needs successfully & cheerfully.
- Ability to analyze and solve problems.
- Strong communication and presentation skills.
- Appreciate responsibility and aspire to learn more about various fields of interests.
- Familiar to working under pressure.
- Excellent command of spoken and written English.

Achievements & Activities

- My graduation project was about Biometric ROV & achieved the 3rd place in Mansoura University with grade Excellent & percent of 96%.
- Volunteer in Ajman Census.
- Member of Egyptian Engineers Syndicate.
- Member of Arab Engineers Syndicate.
- Member of LEMASR Society Organization.

References

All references are to be furnished upon request