

Mostafa Amin

[United Arab Emirates "Dubai"]

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Customer Service

[Seeking a career in Customer Service field, where I can draw upon and further enhance my experience, creative and interpersonal skills as well as academic background.]

Education

[Date of graduation: 2019.]

- **[Bachelor of Business Administration] / [Canadian Higher Institute & Engineering Technology, Egypt]**
 - Major: Business Administration
 - Thesis: Khatwa
 - GPA: 3.7

Experience

[JAN 2022] – [MAY 2022]

[Sales] / [Huawei, Egypt]

Duties & Responsibilities:

HEC "Huawei Experience Consultant"

- Approach to the customer to know his needs & get all the details.
- Represent our products in detail with all features to the customer "Mobiles, Smart Watch, etc".
- Supporting the customer that needs to fix their devices.
- Reach the target within the time frame by selling products.

[APRIL 2021] – [DEC 2021]

[Customer Service] / [Teleperformance, Egypt]

Duties & Responsibilities:

Customer Service "Talabat"

- Attend to incoming calls on toll number & the online chat.
- Log my cases Using **SalesForce** Platform.
- Support customers by tracking their order to make sure deliver on time
- Communicate internally with the management through emails to investigate the "Delay, Duplicate payment, etc.."

Skills

- [Outstanding acquaintances with MS Offices Applications: Word, Excel and Power point]
- [Excellent Internet research skills]
- [High speed typing in English]

Language Skills

- Arabic: Mother tongue
- English: Fluent

Personal Data

- Date of Birth: September 1, 1997.
- Nationality: Egyptian.
- Marital status: Single.