



Ahmed El said

Customer service representative

Customer service representative with 5 years experience.received 95% customer survey at my company.experience in telephone customer service , including sales,tech support,and customer care.aiming to use my proven skills in your company

✉ ahmed.elsaid1790@gmail.com

📞 0568280386

📍 Dubai, Dubai, United Arab Emirates

WORK EXPERIENCE

Call center agent VFS global company

United Arab Emirates

Achievements/Tasks

- Handle 150 customer interaction per day
- Handling Germany embassy for shengen visa and long term visa
- Identify the customer needs and show him the requirements
- Making marketing for the additional services

Customer service representative Sico technology

2017 - 05/2019

Egypt

Achievements/Tasks

- Handle the customer face to face and by calling
- Listening to the customer very well
- Making directed or indirect solutions
- Making sustainable relationship between the customer and the company
- Turn the customer to be a client

Call center agent Al Tarshoby pharmacy

2015 - 03/2017

Egypt

Achievements/Tasks

- Handling customer needs
- Resolve the customer complaints
- Making outbound calls
- Helping the customer to reach the right medical

EDUCATION

Social studies Mansoura university

2009 - 2014

SKILLS

Communication skills

Handling skills

Team worker

Soft skills

Time management

PERSONAL PROJECTS

Project Name

ACHIEVEMENTS

Achievement Name

LANGUAGES

Arabic

Native or Bilingual Proficiency

English

Full Professional Proficiency

INTERESTS

Interest