



# SERAG EL-DIN SOLIMAN

A customer-focused **Sales and Service Delivery** professional with almost a decade of experience in the UAE and Egypt. Proven track record in **Customer Service, Administration and Guest Experience Management**. Well-travelled and with a robust multi-cultural outlook.

Ajman, U.A.E.

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[LinkedIn](#)



## CORE STRENGTHS

- Strong interpersonal skills
- Guest-satisfaction focus
- Problem-solving orientation
- Strong analytical skills
- Conflict resolution
- Communication skills
- Multi-tasking and adaptability



## LANGUAGES

- English (Fluent)
- Arabic (Native fluency)



## EDUCATION

- Bachelor of Commerce (Bcom) – Major in Accounting - Ain Shams University, Cairo, Egypt – 2013

## Professional Experience

MENA Speakers, Dubai, U.A.E.

Sales Consultant

Jun 2020 – Present

Maximize sales and revenue through creating and managing a pipeline that leads to building successful relationships with clients

FLYDUBAI, Dubai, U.A.E.

Cabin Crew

Jun 2015 – Jun 2020

Maximize sales and revenue through exceptional guest satisfaction for a minimum of 15 flights per month

- Selected to represent flydubai as **Recruitment Officer / Assessor** at Open Days and Assessment Fairs due to recognized superior service delivery, teamwork and analytical skills
- Trained to screen and select appropriate talent to join the Cabin Crew team
- Enhanced the guest experience through quality in-flight service, serving upwards of 150 guests per flight
- Consistently met on-board sales targets for this budget airline
- Ensured cabin safety and security during the flight, after deplaning and/or crew change
- Proactively liaised with relevant teams to ensure flight information is updated for all
- Ensured strict adherence to all flight safety and procedural compliance protocols
- Remained calm and professional in stressful situations and when dealing with distressed guests
- Received commendation letters from peers in appreciation for teamwork

British Council, Cairo, Egypt

Programmes Officer

Oct 2013 – Jun 2015

Jan 2015 – Jun 2015

Reporting to the Programmes Manager and responsible for coordinating events and front office service delivery

- Managed end-to-end logistics for events hosted by the Council - communications, media coverage, travel, venue and catering
- Evaluated feasibility of projects including risk assessment and generated progress reports for management
- Handled front office queries and administrative tasks including registration, finance and back office support

Customer Service

Oct 2013 – Dec 2014

Responsible for front office service delivery

- Handled front office queries and administrative tasks including registration, finance and back office support
- IELTS coordinator/Advisor

Vodafone International UK, Cairo, Egypt

Customer Services Representative

Jun 2012 – Jun 2013

Responsible for handling inbound customer queries

- Handled inbound calls about billing and advised customers on appropriate price plans
- Cross-sold products where appropriate
- Consistently ranked top performer achieving high customer satisfaction – measured through NPS ratings

Teleperformance, Cairo, Egypt

Customer Services Representative

Jun 2011 – Jun 2012

Responsible for handling inbound customer queries

- Handled inbound calls about billing and advised customers on appropriate price plans
- Promoted after 5 months to Back Office representative from Line 1 representative

