

Sayed Shabaan El Deeb

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Address : Dubai – burjman center

Statue : Residence

Emirate ID : 784-198062125052-3



Career Objective:

Seeking a challenging position within a successful professional organization, with an opportunity for growth and development, and where advancement is based on professional skills and personal contributions. I do have the pleasure to apply in your reputable Company for any Vacancy meets with my skills & experience

Scoop of Work Experience

25 / 6 / 2021 Till 15/2/2022

Bouffage catering services – Dubai -Al gouz

Customer service Manager (call Center Manager)

Responsibilities:-

Answering inbounds calls and Customers inquiries

Handling events bookings and arrangements

Responsible of daily operation

Handling customer complains

Handling all privet events With excellent hospitality

Achieving excellent customer satisfaction

15/12/2017 till 10 /02 / 2021

Rings catering Hospitality LLC – Dubai – Al gouz

Call Center Agent and Admin Assistant

Responsibilities:-

Answering inbounds calls and customer inquiries

Handling & coordinate daily buffets and hospitality services.

Handling reservation bookings & confirmations

Handling customers bookings & inquires about company services

Meet and welcome all visitor customers looking for catering services and sale to them our services

Audit our services and staff performance during events. Handle all incoming calls and outgoing calls

Handle all daily logistics operations. Handling all customers feedback and complains and customers satisfactions.



Oct 2017 till 10/12/2017

Jacobsons Direct Marketing Services LLC- UAE

Call center part time (customer services agent)

Answering inbounds calls and telesales



Gulf Customer
Experience Awards 2016
PARTNER

Handling marketing services to al futtaim(real estate)and Imdaad for home Maintenance customer services Middel East .

May 2016 till Aug 2017

Masat Al Mouhand for hotels & hotel suites (Makkah Saudi Arabia)

Sales& reservation & marketing advisor

Sales & Handling tour operators bookings & Groups booking

Room planning & rates & revenue .Sales packages&

Aug 2010 till March 2016

TU UK & Ireland (Thomson & First choice)

Customer service Agent Call center

Answering inbounds calls and customer inquiries
Issue tickets and booking trips and excursions
Achieved sales target & customer satisfaction target .
resolving complains regarding accommodations
reporting incidents reports to team manager with action taken & welfare services



March 2007 till July 2010

Travco Travel company, Sharm- El-sheikh

Tour leader & Airport representative

Handling airport meet & assist
Guiding excursion trips Tui UK (Thomson & first choice)

May 2004 till Feb 2007

Bright sky travel Sharm- El-sheikh

Tour leader & airport representative

Handling airport meet & assist
Guiding excursion trips (Thomas Cook UK tour operator)



Personal Data

Nationality : Egyptian
Marital Status : Married
Education : license of arts, (English, French Languages) May 2002
Language Skills : English fluent (Write& speaking)
French good
Computer Skills: Expert at MS Office & admin working operation & Internet browsing and searching.
Very good knowledge at web browsing and in intellectual