



Moustafa Morsy



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Discovery Gardens , Street 8,
Building 183 ., Dubai, United
Arab Emirates

SKILLS

aware of call center
industry

handle internal and
External KPIs

presentation skills

Microsoft office

LANGUAGES

Arabic
Native or Bilingual Proficiency

English
Native or Bilingual Proficiency

WORK EXPERIENCE

Customer service representative

Vodafone UK

01/2016 - 01/2017

Achievements/Tasks

- Handling billing calls, providing resolutions , answering queries.

Sales representative

Xpedia Canada

02/2017 - 05/2018

Achievements/Tasks

- Booking flights and hotels.
- Promoted to a floor support.

Outbound sales supervisor

Perfect solution outsourcing

07/2018 - 05/2019

Supervisor(SME)

UX centers

09/2019 - 01/2020

Achievements/Tasks

- Coaching agents how to achieve their internal KPIs.
- Providing knowledge support by huddling teams and coaching the agents.

Trainer

UX centers

02/2020 - 05/2020

Team leader

UX centers

06/2020 - 06/2021

PERSONAL PROJECTS

Owner of a cosmetic store (12/2019 - Present)

EDUCATION

High School

Shedwan High school

Courses

- Studying business administration in
Alexandria University