

# AHMED ELSAGHER

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## Professional Summary

Experienced Customer Experience/Service Expert in retail industry with 6+ years' experience with strengths in customer service and sales. Proven skills in advertising, product integration and promotions. Strong interpersonal skills and solid ethical behavior aimed to providing exceptional customer service through active listening and problem solving.

## Skills

- Excellent customer service skills.
- Bilingual (Arabic, English)
- MOFA and ENJAZ System.
- POS systems.
- Bank deposit procedures.
- Microsoft office, troubleshooting.
- Cash flow management.
- Quality Assurance.
- Wincash program.
- Detail-oriented.

## Work History

### Operation Executive

12-2017 to Current

#### VFS Global - Saudi visas submission – Abu Dhabi

- Greeting and welcoming all clients in the center reception.
- Answer inquiries, review Documents needed and what kind of Visa will apply for.
- Discussed security issues and protocols with individuals traveling to Saudi Arabia.
- Discussed benefits of and information regarding visa insurance with clients.
- Accept payments and handle all sensitive information with professionalism and discreteness.
- Initialize and Process Biometrics for applicants.
- Acted professionally and patiently when addressing negative applicant feedback.
- Met or exceeded service and quality standards as per Saudi Embassy instruction.

### Customer Service Representative

11/2015 to 11/2017

#### Etisalat – Abu Dhabi

- Achieved sales goals and service performance requirements of 30% through new customer sales.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Provided an elevated customer experience to generate a loyal client.
- Routinely answered customer questions regarding merchandise and pricing.
- Asked open-ended questions to assess customer needs.
- Greeting customers entering the store to ascertain what each customer wanted or needed.
- Managing wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Recipient of multiple positive reviews acknowledging dedication to excellent customer service.

**Call Center Agent**

12/2014 to 10/2015

**Etisalat Misr** – Cairo - Egypt

- Effectively managed a high-volume of inbound customer calls with tact and professionalism.
- Answered a constant flow of customer calls with up to 200 calls in queue per minute.
- Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment.
- Met or exceeded service and quality standards every review period.
- Referred unresolved customer grievances to designated departments for further investigation.
- Acted professionally and patiently when addressing negative customer feedback.
- Handling customers in 30 sec per call.
- Being in the top 5 Agent with a low AHT.

**Market Researcher**

06/2010 to 02/2013

**TNS Global** – Cairo - Egypt

- Provide researches for telecommunication companies in Egypt.
- Develop and write research reports.
- Provide research support within the manufacturing industry.
- Upload researches to the analysis department.
- Achieved 100% accurate researches among the department.
- Wrote detailed reports and presenting results.
- Advise clients or senior management on how to best use research findings.

**Education**

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**Bachelor of Law:** General Law

2013

**Ain Shams University** - Cairo-Egypt**Certifications**

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- UAE Driving license.
- Best sales team achievement all over Abu Dhabi.
- CBCM, Wincash systems certificate.
- "Work force passport "scholarship in Berlitz, Egypt.
- Soft Skills certificate.

**Accomplishments**

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- Enjaz championship from second month in VFS Global.
- Exceeded monthly individual target every month.
- Certified Etisalat customer journey project.
- Got certified for exceptional customer service as per appreciation letters written by satisfied customers.
- Achieved number one Agent for closed researches with 100% accurate and effective information.