

ESLAM ESSAM

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OBJECTIVE

Experienced, detail -oriented Customer service representative with Very good experience in the field of Accounting, Finance and Customer service , continuously working on Improving the Personal and the Professional skills that will help maintaining progress and achieving more through My Career

EXPERIENCE

2/2022 -
Till now

Al-Mutakamela Vehicle Testing and Registration Center

Call Center Agent

- Answer incoming calls and respond to customer's emails.
- Management and resolve customer complaints.
- Identify and escalate issues to supervisors.
- Provide product and service information to customers.
- Research required information using available resources.
- Research, identify, and resolve customer complaints using applicable software.
- Process orders, forms, and application
- Recognize, document and alert the management team of trends in customer calls
- Follow up customer calls where necessary.
- Upsell products and services.
- Complete call logs and reports.

01/2017 -
11/2021

Bridgestone

Assistant Branch Manager

- Selling products and services to customers at tires Stores in retail division.
- meeting customers and answer their inquires about our services
- Communicating with customers, making outbound calls to potential customers, and following up on leads.
- making job orders for cars at services
- supervise labours and technicians in their work to make sure that the services is done properly
- Creating and maintaining a database of current and potential customers.
- Explain to the customer the defects and offer the best solutions
- Staying informed about competing products
- Closing sales and achieving sales targets.

1/1/2016 -
1/1/2017

Bridgestone

Customer service representative(Call center agent)

- Maintaining a positive, empathetic and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions,comments and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Ensure customer satisfaction and provide professional customer support

6/2015 -
9/2015

Blom Bank

Traniee

- Internship at Blom Bank's customer service department and sales department during the college years

EDUCATION

2017

Faculty of commerce/Alexandria university

Accounting

Good

SKILLS

- Working Very Well as Part of Team
- Fast learner
- Presentable and good Speaker with strong communication skills
- Adapt and Work Under Any Condition In Any Environment
- Performing Multiple Tasks at Short Time
- Active listening
- Data analysis

PROFESSIONAL SKILLS

- Microsoft Office
- Peachtree
- Quickbooks
- ERP System

LANGUAGES

- Arabic:native
- English:fluent
- French:beginner