



MOHAMED GAD

M.G.elnagdy@outlook.com

00971525496288

Employment History

12/2015 - Present

Senior Cabin Crew

Emirates Airlines

- Achieving sales target monthly set by the company.
- Solid knowledge of the airline business and hospitality industry.
- Maintaining a customer first mindset throughout all the stages of the flight.
- Strong customer orientation skills.
- Building a pleasant relationship with VIP travelers.
- Maintaining knowledge of company's products and SOPs.
- Resolving complaints and answering queries in regards to the company, destination or the traveling process.
- Collecting surveys, compliments and comments by passengers to the company.
- Ensure customer's retention for the continuity of the business.
- Meet and deal with high profile VIP passengers.

02/2014 - 10/2015

Sales Officer

Suez Canal Bank

- Promoted and educated customers on the current offers, credit cards and loans.
- Approached new and existing customers to achieve the sales target.
- Maintained records of existing customers to ensure follow ups on time.
- Performed telephone calls and field visits to increase data base and potential customers.
- Identified new ways to approach new customers on different platforms.
- Managed referrals through the proper channels.
- Ensured to have an up to date financial knowledge to define, fulfill and ease customers financial needs and queries.

12/2011 - 01/2014

Customer Service Representative

Suez Canal Bank

- Handled inbound and outbound calls efficiently and effectively to ensure less waiting time for the customers.
- Escalated complaints and redirected customers to the proper departments.
- Followed up with customers.
- Validated customers at every call to maintain the safety and security of their information.
- Kept an up to date knowledge with the newly introduced products, promotions and offers.
- Reached out to new customers and existing ones to offer various banking products.
- Adhered to KPI's and SOP's set by management.

