



MOHAMED GAD

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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.

10/2010 - 12/2011	Customer Service Representative	Vodafone Ireland
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- Handled inbound calls to ensure the customer always get the information on the time.
- Ensured retention of quality customers for maximum revenue generation and adhered to Vodafone's KPI's.
- Escalated complaints or queries to the correct departments.
- Ensured first call resolution by coordinating with the right departments.
- Kept sound awareness of the current promotion and offers.
- Documented every case or complaints and the resolution offered or accepted.
- Followed up with customers to ensure satisfaction with the service and that all queries are answered.

Education History

12/2021	The Arab Academy For Banking And Financial Services	Banking, MBA
07/2012	MTI Business University	Marketing, Bachelor's Degree

- Major Marketing
- Minor International finance

Certifications & Honors

11/2013	International Finance Certificate	Ain Shams University
07/2014	Customer Service Management	Ain Shams University
02/2015	Marketing Management Diploma	Ain Shams University
01/2016	Human Resource Management	Ain Shams University

Skills & Abilities

Communication Skills	Advanced
Computer Skills	Advanced
Presentation Skills	Advanced

Languages

English	Fluent
Arabic	Native