

Mahmoud Nady Sholkami

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SUMMARY

I am a hardworking and ambitious individual with a great passion . Have excellent communication skills . Enabling me to effectively communicate with a wide range of people.

EXPERIENCE

Call Center Executive

Alfuttaim Toyota

June 2017 - July 2018, Dubai

- Answer inbound calls in a timely and friendly manner.
- Evaluate problems and complaints of the callers and provide proper solutions to them
- Respond to the needs of customers and provide personalized service
- Upsell products and services
- Research needed information using available resources
- Process orders, forms, and applications
- Route calls to other team members whenever needed
- Make relevant notes from customer interactions
- Identify any issues that customers might be struggling with
- Complete call logs and reports
- Report on customer feedback
- Boost customer loyalty by offering a proper experience over the phone
- Follow-up on customer calls

Customer Relation Management

Al Mashref Real Estate

July 2018 - August 2019, Ajman

- Contacting the clients and try to take appointments to hand over their units.
- Responsible for making all the needed documents in the handover process.
- Responsible for making all the paperwork and the invoices.
- Responsible for generating delivery reports, site reports monthly and quarterly.
- Following up on collecting the fees of any utility installations in the projects.
- Update the projects database.
- Revising with the financial department any financial settlements with clients before delivery.
- Follow up on client requests and modifications.

Customer Service

Al-Futtaim Toyota

September 2019 - December 2021, Dubai

- Led a team of P65 Team , our responsibility to update the customers once we receive the car until they came for collection.
- Basic Service Advisor Training program.
- Training on SAP software.
- Handling and resolving customers complaints.
- Protect work operation by maintaining confidentiality of customer information.
- Checking the billing document and double check of complete all requirement and documents.
- Support service staff to ensure service is done on timely basis.
- Making follow up in each day for the receiving and the no shows customer with checking the percentage.
- Making daily and monthly ABS (BOOKING APPOINTMENT SYSTEM) reports.
- Searching and Checking ordered opened in everyday by using SAP system.
- Receiving customer with creating VRF (vehicle receiving form).

Patient Relations Executive

Al-Futtaim Healthcare

January 2021 - June 2022, Dubai

- Team leader of registration and billing team .
- Data entry : HASANA -covid PCR and HIS system .
- Assist Patient on entire PATIENT JOURNEY (registration, filling PUI form, billing)
- Conduct patient registration by registering the patient details on the HIS system (RCM process) .
- Check the eligibility of the patient according to his/her insurance plan .
- Enter correct health plan on the system; verify insurance card validity and eligibility for .
- Handle all payments accurately enter daily payment activities (Credit, insurance, cash payment for .
- Type in data provided directly from customers .

- Updating patients medical record .
- Verify data comparing it to source documents .
- Sort and organize paperwork after entering data to ensure it is not lost .

EDUCATION

Bachelor of Architecture (BARCH)

Alghurair University • Dubai • 2020 • 3.4

PROJECTS

Emirati Marshals

Achievement task •

- Organizing First Global Championship (Team leader) .
- Organizing the sharjah youth film festival .
- Organizing the public's entry into the Emirate league .

CERTIFICATIONS

Microsoft Office and Architecture Program

Microsoft • 2015 Photoshop 3D max

- Outlook, Word, Excel, PowerPoint, Access, PowerPoint, Photoishop, Revit, Sketch up, 3D max, Autocad.

Filmmaking Diploma

Sharjah Boardcasting Authority • 2021

Support me on how to create short films .

COURSEWORK

Marketing Analytics with Meta

Google • 2022 • Teamwork

- Describe how an ad is created and delivered in Meta Ads Manager
- Conduct an A/B Test
- Evaluate advertising effectiveness with Conversion Lift Tests
- Evaluate advertising effectiveness with Brand Lift tests
- Choose the best approach to evaluating advertising effectiveness given a scenario
- Explain how and when to apply Marketing Mix Modeling
- Choose the best approach to optimizing your marketing mix given a scenario
- Evaluate campaign results
- Implement a full analysis process from the formulation of a hypothesis to recommending measurement solutions, performing an analysis, generating insights and presenting results and recommendations

SKILLS

Industry Knowledge: Customer Satisfaction, Customer Retention, Call Centers, Operations, Retail, Banking, Social Media, Telecommunications, Business Analysis, Account Management, Customer Relationship Management (CRM)

- * Time management
- * Responsible
- * Hard worknig
- * Quick learner
- * Self-motivated
- * Team leadership Analytical skills
- * Helpful
- * Problem sloving
- * Good listener