

Fathy Rabea Mursy

Date of birth: 16/09/1984 | **Nationality:** Egyptian | **Gender:** Male | (+971) 566344739 | romatoha2012@gmail.com |

Ammar Bin Hamid street, Elbateel Building , Ajman, United Arab Emirates

About me: Enthusiastic and responsible person with Well-developed skills and proven leadership abilities in working as a team, handling multiple tasks, great adaptability. Knowledgeable in Information technology including technical skills and computer-related duties. Able to lead in demanding circumstances and remain calm in stressful situations, self-motivated and hardworking individual. Enjoy working with public and diverse populations. Proficient in English with good interpersonal skills.

● WORK EXPERIENCE

01/11/2011 – CURRENT – Ajman, United Arab Emirates
SALES TEAM LEADER – ETISALAT

- Managing the day-to-day planning, operation and problem-solving of a team of agents to meet with the required service level components, standards and sales targets,
- Developing the team to ensure delivery of a consistently superior customer experience by highly knowledgeable and customer-focused agents and to act as the communication conduit between Front liners and Management.
- People Management, including all HR related issues, as well as staff development.
- Operational Management: Managing the floor, adherence to schedule.
- Ownership and problem resolution.
- Call monitoring, coaching and feedback, responsibility for delivery of the defined customer experience in every call.
- Training and development of staff.
- Motivation, leadership for my team and developing future leaders.
- Recommendations for product and process development based on customer feedback and analysis of the same.
- Conducting performance appraisal for the team.
- Contribute for the initial hiring and selecting process of the front line.
- Compiling reports on team's performance and customer feedback.
- Communication and being a focal point of dissemination of information from management to team and vice versa.
- Work very closely with team members to solve customer problems.
- Also needs to understand agent's problems and weaknesses and address these.
- Offers solutions and suggestions for process and product improvement to management.
- Required making decisions on any matters relating to improving revenue generation & customer satisfaction with regards insofar as it affects call handling and call center processes.
- Possesses certain additional supervisory level authority for reversal of charges.
- Responsible for making decisions on training requirement for team members and adjusting targets to suit the needs of the business

01/03/2008 – 01/10/2011 – Cairo, Egypt
CUSTOMER SERVICE ADVISOR – VODAFONE EGYPT

- Manage large amounts of incoming calls.
- Generate sales leads.
- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Provide accurate, valid and complete information by using the right methods/tools.
- Meet personal/customer service team sales targets and call handling quotas.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Keep records of customer interactions, process customer accounts and file documents.
- Follow communication procedures, guidelines and policies.
- Take the extra mile to engage customers.

01/05/2006 – 01/02/2008 – Cairo, Egypt
FRONT DESK CUSTOMER SERVICE – MOVENPICK

- Check guests in and out.
- Receive and manage reservations made online and telephonically.
- Verify guests' payment methods during check-in.
- Assign rooms to guests and inform them of any specials offered by the hotel.

- **Organize transport services for guests at their request.**
- **Provide guests with information about the hotel.**
- **Keep abreast of attractions that may be of interest to guests.**
- **Serve as a host/hostess at conferences, and ensure that all relevant preparations are made for the event.**

● **EDUCATION AND TRAINING**

01/09/2001 – 01/06/2005 – Minia, Egypt

BACHELOR DEGREE OF SOCIAL WORK , – South Valley University Faculty of Social works ,

01/01/2005 – 01/06/2005 – cairo, Egypt

• **DIPLOMA IN SECRETS OF SUCCESS** – The Canadian training center

01/05/2007 – 01/11/2007

ENGLISH DIPLOMA / INTERNATIONAL LEVEL (CONVERSATIONS & TRANSLATION) – The International British Institute

01/10/2007 – 01/12/2007 – Cairo, Egypt

HUMAN RESOURCES DIPLOMA – The American International Academy / training center of human

01/01/2008 – 01/06/2008 – cairo, Egypt

• **INTERNATIONAL COMPUTER DRIVING LICENSE** – Alsun Academy

● **LANGUAGE SKILLS**

Mother tongue(s): ARABIC

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **DIGITAL SKILLS**

Microsoft Word | Microsoft Excel | Outlook

•**Strong team sales experience**

•**Well-organized with excellent leadership abilities.**

•**Excellent ability to meet monthly sales goals**

•**Good command of computer skills**

•**Bilingual, using Arabic and English**

•**Time management**

- Superior knowledge of market and customer dynamics

- Absolute ability to deal with all customers