



AHMED RAMDAN

CUSTOMER SERVICE REPRESENTATIVE

CONTACT

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Dubai

EDUCATION

2015- 2019

AIN SHAMS UNIVERSITY

- Bachelor's : Agricultural Business And Management

SKILLS

- Project Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Management time
- Technical Support
- Quality assurance
- Account management

LANGUAGES

- Arabic (Mother tongue)
- English (good)

PROFILE

Proactive Call Center professional bringing excellent leadership skills and capability to help staff meet and exceed customer expectations.

WORK EXPERIENCE

Partner of du , Srg (UAE)

NOV 2023 - PRESENT

- Customer Service Representative
 - Increased sales and customer satisfaction through personalized servicing.
 - Assisted call-in customers with questions and orders.
 - Resolved associate, tool and service delivery issues revealed by statistical reports.
 - Increased efficiency and performance by monitoring team member productivity and providing feedback.
 - Implemented and developed customer service training processes.

Orange , Cairo

Sep 2021- OCT 2023

- Customer Service Representative
 - Created and maintained detailed database to develop promotional sales.
 - Collaborated with sales team members to stay current on inventory levels, complete accurate orders, and resolve item issues.
 - Created successful sales presentations to highlight membership, overcome objections and close sales.
 - Developed sales strategies to achieve short and long-term sales revenue objectives.

Etisalat , Cairo

OCT 2019 - Aug 2021

Customer Service Representative

- Answered customer telephone calls promptly to avoid on-hold wait times.
- Responded to customer requests for products, services, and company information.
- Updated account information to maintain customer records.