

# RAMY ESSAM MOHSEN

## customer service representative

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## Summary

Dedicated and results-driven Customer Service Representative with a proven track record of delivering exceptional service in fast-paced and challenging environments. Adept at cultivating positive customer relationships through effective communication, problem resolution, and a commitment to exceeding expectations.

## Work Experience

### Customer service representative Majorel

Egypt- Alexandria  
July 2023 - Oct 2023

- Provide exceptional customer service by addressing inquiries, concerns, and issues through various channels such as phone, email, and chat.
- Assist customers in navigating the Booking.com platform, helping them with bookings, cancellations, and modifications.
- Maintain a thorough understanding of Booking.com's products, services, and policies to provide accurate information to customers. Handle multiple customer interactions simultaneously while maintaining a high level of attention to detail.
- Follow established procedures and standards to maintain high-quality customer service.
- Collaborate with other departments to investigate and resolve complex issues.

### Customer Service Representative Sutherland Global

Egypt- Alexandria  
May 2022- Feb 2023

- Managed a high volume of customer inquiries through various communication channels, including phone, email, and chat, demonstrating strong communication skills and a commitment to customer satisfaction.
- Assisted customers with account inquiries, billing issues, and technical support for AT&T products and services, resolving issues promptly and effectively.
- Implemented consultative selling techniques to promote AT&T products and services, meeting and exceeding individual and team sales targets.
- Implemented performance metrics and tracked key performance indicators (KPIs) to assess team performance, identify areas for improvement, and drive continuous enhancement.

### Sales Agent National Bank of Egypt

Egypt- Alexandria  
Nov 2021 - Apr 2022

- Prioritizes customer satisfaction by understanding their financial needs and offering tailored banking solutions.
- Possesses comprehensive knowledge of the National Bank of Egypt's diverse range of financial products and services.
- Engages in fair and transparent negotiations to meet both the client's financial goals and the bank's objectives.
- Adapts to changes in the financial landscape and adjusts sales strategies accordingly, staying agile in a dynamic market.
- Maintains a professional and polished image, reflecting the National Bank of Egypt's commitment to excellence and trustworthiness in financial services.

## Education

Bachelor of Commerce Alexandria university

Egypt- Alexandria  
2015 - 2020

## Skills

- |                      |                        |                    |
|----------------------|------------------------|--------------------|
| • problem solving    | • communication skills | • Team work        |
| • Negotiation skills | • Time management      | • Microsoft office |
| •                    |                        |                    |

## Language

Arabic - Native      English - Fluent      French - Good