

MOHAMED ISMAIL DIAB

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DOB: 23-Feb-1985



EDUCATION

Faculty of Law – Alexandria University 2003 - 2013

EXPERIENCE

Dubai Electricity and Water Authority (DEWA) - UAE

Customer service executive (contact center) Oct -2017 - Present

- Manage large amounts of inbound and outbound calls in a timely manner
- Follow communication “scripts” when handling different topics
- Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives
- Build sustainable relationships and engage customers by taking the extra mile
- Keep records of all conversations in our call center database in a comprehensible way
- Frequently attend educational seminars to improve knowledge and performance level

Sharjah Roads and Transport Authority - UAE

Customer service executive March 2016 – Oct 2017

- Manage large amounts of inbound and outbound calls in a timely manner
- Follow communication “scripts” when handling different topics
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Malek group (istikbal for modern furniture)| Egypt

Human resources assistant manager January 2014 – January 2016

- Assist with day to day operations of the HR functions and duties
- Provide clerical and administrative support to Human Resources executives
- Compile and update employee records (hard and soft copies)
- Process documentation and prepare reports relating to personnel activities (staffing, recruitment, training, grievances, performance evaluations etc.)
- Coordinate HR projects (meetings, training, surveys etc.) and take minutes
- Deal with employee requests regarding human resources issues, rules, and regulations
- Assist in payroll preparation by providing relevant data (absences, bonus, leaves, etc.)
- Communicate with public services when necessary
- Properly handle complaints and grievance procedures
- Coordinate communication with candidates and schedule interviews
- Conduct initial orientation to newly hired employee

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Customer care manager June 2013 – June 2014

- Tracks stores performance data (e.g., best sellers, weekly forward demand and sales per square foot) and responds with solutions that drive commercial success
- Understands the behavior and patterns of the store's customer base, draws conclusions from this and makes relevant adaptations to the service offer
- Actively monitors customer satisfaction and feedback systems to drive continuous improvement
- Leads service by example and ensures highly visible and effective customer service management at all times

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Store manager June 2012 – June 2013

- Actively monitors customer satisfaction and feedback systems to drive continuous improvement
- Leads service by example and ensures highly visible and effective customer service management at all times
- Creates a culture where all store activity and assets are vehicles for showcasing and driving Brand equity

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Assistant manager June 2010 – June 2012

- Has a working knowledge of the Retail KPIs and makes commercial decisions within his/her area of responsibility
- Tracks performance data for his/her area (e.g., best sellers, space allocation, etc.) and makes the necessary adjustments to drive productivity and efficiency
- Is a role model for customer service and boosts sales and Brand experience by using advanced sales techniques
- Actively supervises and coordinates his/her team to ensure all customers receive service

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Sales Representative June 2009 – June 2010

- Present, promote and sell products/services using solid arguments to existing and prospective customers
- Perform cost-benefit and needs analysis of existing/potential customers to meet their needs
- Establish, develop and maintain positive business and customer relationships
- Reach out to customer leads through cold calling
- Expedite the resolution of customer problems and complaints to maximize satisfaction
- Achieve agreed upon sales targets and outcomes within schedule
- Coordinate sales effort with team members and other departments
- Analyze the territory/market's potential, track sales and status reports
- Supply management with reports on customer needs, problems, interests, competitive activities, and potential for new products and services.
- Keep abreast of best practices and promotional trends
- Continuously improve through feedback

Sarar – Men's wear | Egypt

Sales Representative June 2009 – June 2009

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SKILLS

- Fast learner & hard worker
- Team player
- Creative & problem solving skills
- Time management skills
- English language (Very good)
- Computer skills (advanced)
- Employee training
- Communication skills
- Team leadership
- Arabic speaker – Khaliji accent
- MS Office skills (advanced)

COURSES

- Attended Customer service course at Etisalat academy(UAE)
- Attended Training the trainer (TOT) workshop
- Attended Situation and Leadership workshop
- Attended Effective Communication Workshop
- Attended Time Management Workshop
- Marketing (online self-study).

REFERENCES:

References are available upon request.