

# Mohammed Ahmed

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## Summary

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I am writing to express my interest in the Customer Service Representative position at your company. With over 8 years of experience in customer service, I am confident in my ability to make a valuable contribution to your team.

In my current role at Dubai economy and tourism Company, I have developed strong communication and problem-solving skills, which have allowed me to effectively handle customer inquiries and complaints. I am also experienced in using various customer service software and tools, including Zendesk and Salesforce.

## Experience

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### Consumer Protection Officer

Dubai economy and tourism Dubai

05/2023 - 12/2023

Led process improvement and problem-solving efforts to create standard procedures and escalation policy for customer support team. Monitored metrics and developed actionable insights to improve efficiency and performance. Assessed personnel performance and implemented incentives and team-building events to boost morale. Resolved 95% of seller and consumer disputes through effective mediation and negotiation techniques, resulting in improved customer satisfaction ratings. Collaborated with cross-functional teams to develop consumer education programs, resulting in a 50% reduction in the number of disputes filed due to improved seller-consumer communication.

### Customer Service Representative

Etisalat UAE Ajman

06/2022 - 05/2023

I was responsible for handling any kind of issue related to our services. Handling a huge number of inbound calls during our operation hours. Implemented a new troubleshooting process that reduced average call handling time by 20%, leading to improved efficiency and productivity within the customer service department.

### Customer Service Representative

Vodafone UK

01/2019 - 12/2020

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### Customer Service Representative

Amazon.com

12/2017 - 12/2018

I was responsible for handling any kind of issue related to our services. Handling a huge number of inbound calls during our operation hours. Implemented a new troubleshooting process that reduced average call handling time by 20%, leading to improved efficiency and productivity within the customer service department. Resolved an average of 50 seller issues per day by providing timely and effective solutions, resulting in a 95% customer satisfaction rate.

### customer service agent

TELEPERFORMANCE

03/2016 - 12/2017

- Worked to ensure a positive and hassle-free customer experience.
- Identified and maximized sales opportunities, and increased customer retention rates.
- Settled any customer disputes in a professional and pleasant manner.
- Handled food with sanitation and safety in mind.
- Worked to ensure a neat and attractive sales environment, and assisted in the setup of visual displays.

## Skills

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Customer service, Communication skills, Time management, English, Guest services, Microsoft excel, Leadership, Microsoft word

## **Education**

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### **Accounting Analyzed**

Thebes Academy Cairo

## **Languages**

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Arabic, English