



# Mahmoud Mahfouz

My name is Mahmoud Mahfouz And I'm 33 years old born and raised in the UAE. I currently have more than 7 years of experience in the customer service industry and am looking for a challenging career opportunity in sales and customer service preferably customer service whereby I can build upon and utilize my previous work experience, academic background as well as my communication and leadership skills. I am a hard working individual whom can show myself working under stress and I understand that working under stress is the most important thing in a well qualified individual

## Personal

**Name**  
Mahmoud Mahfouz

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**Phone number**  
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## Interests

Traveling

Reading

Fitness

## Work experience

**Senior Customer Service Representative** Sep 2013 - May 2015  
*Vodafone UK, Cairo/Egypt*

- Responding to customers over the phone and resolving their inquiries. • Ensure service level agreements are met and maintained.
- Facilitate and provide a Vodafone global customer service standard.
  - Own and manage client relationship: resolving calls efficiently and effectively
  - Acted as a floor walker, performance manager and a trainer to fulfill the needs of the opportunities.
  - Make sure about the customer satisfaction

**Business Developer Executive** May 2015 - Aug 2016  
*HSE Contractor, Cairo/Egypt*

- Making phone calls to clients to collect information about future projects foramin.of2hoursaday.
- Developing and sending an average of 6 technical proposals a day • Internet research for future bids and clients' contact info.
  - Sending faxes and emails every week to clients.
  - Following up on proposals sent to clients
  - Performing multi-tasks to help reach out for more clients such as updating our
  - Company brochure, creating standard email templates, organizing the company's shared drive marketing folders, etc.
  - Reporting the job progress of your marketing team to my manager.
  - Worked with several OWNERS for example USACE, Department of Federal Affairs, FDOT, and National Army Guard (etc.....)
  - Using Primavera is an option at our work.
  - Also providing training for Primavera

**Senior Customer Service Representative** Aug 2016 - Jan 2019  
*Teleperformance - Apple Account, Dubai/United Arab Emirates*

- Ensure service level agreements are met and maintained.
- \* Own and manage client relationship: resolving calls efficiently and effectively \* Make sure about the customer satisfaction
  - \* Technical Responsibilities to make sure the customer receives the perfect service that Apple Deserves
  - \* Making sure following up with the customers to solve their complaints
  - \* Reporting issues that Apple face regarding the new products such iPhone 7,6,6splusetc....

**Quality Analyst** Feb 2019 - Aug 2019  
*Noon, Dubai/United Arab Emirates*

- Conducts quality review of telephone representatives' performance within functionally specific units to ensure quality service goals and standards are met and/or identify areas where improvement can be achieved.
- Audits representatives' inbound and outbound phone calls and/or correspondence, observing performance, techniques, and application of guidelines and procedures.
- Verifies that representatives are providing up-to-date information, following current processes, and communicating effectively to callers.
- Coordinates with department Team Leaders and Managers to ensure appropriate number of audits is performed for each phone representative and to ensure representatives' availability during audit periods

**Senior Customer Service Representative**  
*Emaar Properties, Dubai/United Arab Emirates*

Aug 2019 - Sep 2020

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

**Senior Customer Service Representative**  
*Dubai Health Authorities, Dubai/United Arab Emirates*

Sep 2020 - Present

- Open and maintain customer accounts by recording account information
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Recommend potential products or services to management by collecting customer information and analyzing customer
- Booking for vaccination Covid inquiries as well as isolation facilities
- Booking for Covid PCR test and making sure they are meeting the criteria
- Making sure completion of Certificates is being sent to customers after completing their quarantine period
- Contribute to team effort by accomplishing related results as needed
- Manage large amounts of incoming calls

## Education and Qualifications

**Bachelor of Mechatronics Engineering**  
*Arab Academy of Science and Technology, Cairo/Egypt*

Sep 2008 - Jul 2014

## Skills

Active listening	<div></div>
Communication Skills	<div></div>
Customer Oriented	<div></div>
Managerial skills	<div></div>
Team Leader	<div></div>
Working under Pressure	<div></div>