



# 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

### Address

JBR , Jumeirah Beach Residence -  
Murjan 1  
0000 Dubai/United Arab Emirates

### Phone number

0585758713

### Email

mahmoud.mahfouz.1988@gmail.com

## 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

Aug 2019 - Sep 2020

*Emaar Properties, Dubai/United Arab Emirates*

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

Sep 2020 - Present

*Dubai Health Authorities, Dubai/United Arab Emirates*

- 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

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### Bachelor of Mechatronics Engineering

Sep 2008 - Jul 2014

*Arab Academy of Science and Technology, Cairo/Egypt*

## Skills

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Active listening	████████████████████
Communication Skills	████████████████████
Customer Oriented	████████████████████
Managerial skills	████████████████████
Team Leader	████████████████████
Working under Pressure	████████████████████