



## Saher Elsayed

Mobile: 0503530895

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Address: Dubai-UAE

### OBJECTIVES

I want to be part of a progressive organization in which I can contribute my knowledge and skills, as well as gain experience to advance my career and potential and to develop the organization, working effectively with people and my colleagues and gaining achievement in my chosen field.

### PERSONAL DETAILS

Name: Saher Azzam

Nationality :Egyptian

Date of birth:17/04/1989

Marital status :Married

Visa Status :Employee Visa

### Training Courses Certifications

- Small project management.
- Microsoft Office Package.
- Graphic software.
- Presentation and presentation skills.
- negotiation skills.
- CRM System

### EDUCATION

-Bachelor of Commerce Department of Accounting.

Future University, Faculty of Commerce, Accounting Department, Grade Good.

### WORK EXPERIENCE

#### Customer Service Coordinator (Dubai Distribution UAE).

- Assigning leads, Updating CRM.
- Communicate with customers via e-mail and WhatsApp, meet their services, interact with their problems and work to solve them.
- Answering calls, Responding to customer queries.
- Organizing appointments for customers and supervising the Adherence to those appointments.
- Make the annual and monthly inventory of the department responsible for it and send it to the management.

#### Assistant Manager (Telecom company, Vodafone Egypt).

- Examine the development within the original region of marketing plans and Strategies.
- Data analysis is the best and most efficient selling method.
- Communicate with dealing with appropriate solutions and solutions.
- Sales performance evaluation and KPIs measurement.
- Monitor and control competition within the designated area.
- Preparing and submitting reports to the sales department.

#### Executive Customer Service Coordinator (Talaat Mustafa Real Estate Development Egypt)

- Manage large amounts of incoming phone 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.

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## Strong points

- Willingness to learn new things with comprehensive knowledge
- High negotiation skill
- High analytical skill.
- I can do the work with less Supervision.
- I can work under pressure and for longer hours.
- High flexibility and self-discipline.
- A fast and dynamic learner
- Trustworthy and hardworking

## Languages

Arabic

English

## Hobbies

Reading

Sports

Swimming

Gain new skills

## Call Center Executive (Telecom Egypt Vodafone Egypt)

- Responding to customers' call sand inquiries.
- Communicate with customers via e-mail and provide support to them.
- Solve problems for customers, whether they are technical or regarding gist satisfaction with the Service.
- Preparing then necessary reports regarding customer satisfaction and customer opinion surveys.

## Customer Service (TE Data Egypt)

- Responding to customers' call sand inquiries.
- Communicate with customers via e-mail and provide support to them.
- Solve problems for customers, whether they are technical or regarding gist Satisfaction with the service.
- Preparing then necessary reports regarding customer satisfaction and customer opinion surveys.

## Data Entry (Mahdi general hospital Egypt)

- Preparing payroll, attendance and departure of employees on Excel, word and PowerPoint .
- Responding to incoming emails after submitting them to the administration.
- Daily and departure statements and responding to customer emails.

## Training Courses Certifications

- Small project management.
- Microsoft Office Package.
- Graphic software.
- Presentation and presentation skills.
- negotiation skills.

## Personal and practical skills

- Fully familiar with all Office programs and design.
- Very good computer user.
- The ability to contain and attract customers
- Possess the skill of selling
- Search on the surrounding area.
- Speed of learning and comprehension.
- Work with a team or on my own.
- Working under pressure and for long periods of time.
- The ability to deal with and solve problems.