

# Mohamed Wagih Ahmed



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Al Reem Island, Abu Dhabi



## Summary

A well-mannered, articulate, and hardworking customer care advisor who has invaluable experience of providing a professional and efficient service to customers.

Able to ensure high levels of customer satisfaction and to exceed their expectation when it comes to customer care.

Spend + 500 Hours as a volunteer in Abu Dhabi with charity foundations to learn and gain experience and direct contact with the local people and environment lifestyle and natures and their own accent of speaking

I'm looking forward to using my experience in a way to increase my experience and aspiration to higher functional.

## Personal information

- **Birth Date:** 21 March 1990 (30 Years)
- **Nationality:** Egyptian.
- **Marital Status:** Single.
- **Visa Status:** Resident Visa
- **Driving License:** From Abu Dhabi

## Education

**Bachelor's degree Information systems from Alson Academy**

- **Location:** Cairo, Egypt
- **Graduation Date:** 11 July 2011

**Languages:** ^English: fluent

^Arabic: Mother language

## Courses

**Cisco certificate +CCNA Technician Program 2013**

- Cisco Certified Network Associate
- WAN / Routing and Switching Services

**Cisco certificate +ICND Technician Program 2013**

- Interconnecting Cisco Network Devices
- security, cloud, collaboration, security operations, design, data center technologies, industrial plants, service providers, and wireless

**Intel Decision IT Course 2012**

**2.0 online Course youth global connections 2010**

## Skills

- Telesales
- Out/in door sales
- Working in rotation shift
- Social media digital marketing
- Communication, Presentation and team building
- Dealing with the changing business requirements
- Working on Opera, COMSYS, Amada, oracle /CRM SYS.
- Professional business writing
- Sales Management
- Cross-Selling
- Strategic Planning
- Business Development
- Project Management
- Project Planning
- Marketing Strategy
- Front Office

## Experience

### Operation Admin and Call Center

- **Company:** Emirates Post Group
- **Location:** Dubai, UAE
- Oct 2019 To Feb 2021



### Responsibilities

- Deal extensively with our customers resolving customs clearance issues, whilst effectively communicating and coordinating with the other Emirates post stations.
- Pre-clearance is the key to achieve 100% customer satisfaction hence you should be able obtain data from the systems to inform the customer about their shipment arrivals and update status and computation along with the clearance confirmations.
- Maintain Grade of Service – KPI.
- Resolve specific disputes or provide advice on technical issues to customers.
- Prepare declarations as required and take responsibility for the lodgment of declarations with the authorities with the help of ground operations.
- Match paperwork to Bill of entries and complete them for timely presentation to Custom officials that will assist the Ground staff.
- Maintain a detailed status report manually of all non-advised shipments arriving Gateway, for appropriate clearance and dispatch. Ensure the reports are generated to see the performance progress and updated to all concern.
- Complete and manage inventory (reports) of all on-hold shipments pending custom clearance and coordinate with Operations Agents (Sorter/Feeder) and Customer Service to follow up hold shipments.
- Maintain regular contact with customers (internal and external) in relation to held shipments while maintaining a customer contact sheet.
- Liaison with customers and Country CS to book pick up for collection of original documents or to delivery of any relevant documents as requested by the shipper / consignee.
- Ensure that all phone calls are answered within the company standards to the satisfaction of caller and to provide relevant information as requested or discussed during the telephone conversation.
- Daily updates on clearance status of all shipments held in customs for clearance on ACA

### Customer Service Executive

- **Company:** Budget Car & Van Rental,
- **Location:** Dubai, UAE
- Feb 2019 To September 2019



### Responsibilities

- Responsible for reservations of car rentals, limo services.
- Sale (Car / Passengers / luggage/ Life) insurance to clients who cover any damage.
- Secure the appropriate amount from the credit card to recover any due amounts when there is any traffic fine or SALIK fee after return the vehicle.
- Explain the terms and condition of UAE law to customers and company policy
- Resolving customer requests, questions and complaints frequently requiring analysis of -situations to determine best use of resources.
- Serves as liaison between the customer and various departments.
- Solicits sales of new or additional services.
- Operates office equipment inclusive of computers and terminals as necessary.
- Provides pricing and delivery information, processes orders, and prepares cash reports.
- Sets up new accounts, maintains records, prepares reports and performs work processing assignments and related clerical duties.
- Knowledgeable of customer service inclusive of rental reservations and information on local attractions and activities, and other information that provides valuable service to our customers.

## Sales Executive SMB and B2B

- **Company:** Etisalat Telecommunications Company
- **Location:** Dubai and Abu Dhabi, UAE
- July 2018 To Jan 2019



### Responsibilities

- Creating and providing strong pipeline and conduct periodic pipeline review, Sell complex product of Etisalat and ICT solutions
- Establishes productive, professional relationships with key personnel in assigned customer accounts.
- Meets assigned targets for profitable sales volume and strategic objectives in assigned accounts
- Proactively leads a joint company-strategic account planning process that develops mutual performance objectives, financial targets, and critical milestones for a one and three-year period.
- Proactively assesses, clarifies, and validates customer needs on an ongoing basis.
- Initiate sales calls activities along with the Team Leader and Sales Manager when needed
- Ensure Opportunities are contacted and closed.
- Where directed, identify sales opportunities, networking and fact-finding and calling on and closing new accounts.
- Manage and penetrate customers at all levels and develop relationships with commercial and non-commercial accounts that enable achievement of plans and objectives.
- **Achieved Target = 93% in 6 months**

## Business Development Executive

- **Company:** Agthia FMCG
- **Location:** Abu Dhabi, UAE
- November 2017 To July 2018



### Responsibilities

- Generating business leads and following up on sales opportunities.
- Cold calling potential customers and building relationships.
- Establishing customer needs and selling products accordingly.
- Working to weekly and monthly sales targets and KPI's.
- Arranging meetings with clients and carrying out product demonstrations.
- Following up swiftly on sales enquiries and sending out information.
- Working closely with other teams to develop new business.
- Researching the market and identifying potential target customers.
- Attending industry events in order to generate business leads.
- **Achieved Target = 157% in 6 months**

## Customer service Executive

- **Company:** Audi Bank
- **Location:** Cairo, Egypt
- March 2014 To November 2016



### Responsibilities

- Obtain customers finance information for both normal banking and online banking via calls along with interviewing clients, verifying information, and maintaining communication equipment's by reporting complaints to provide our customers with the requested services in a proper manner.