



Mohamed Korim Saad Korim
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Career Objective

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills. Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

Work Experience:

Danube Home Logistics October 2018 -present Senior Customer Service

- Document customer inquiries related to complaints, requests and inquiries for deliveries
- Support with switch board duties as necessary
- Answers and directs telephone calls appropriately
- Acts as a backup to all deployment customer service representatives
- To coordinate with the sales persons and all showroom representative
- Inbound and Outbound calls for customers related to delivery inquiries
- Ensuring the safe and timely pick-up and delivery of customer orders
- Preparing documents for customer return request
- Answering all delivery related complaints, requests and inquiries
- Coordinate with the delivery team / monitoring deliveries
- Sending SMS to customer for delivery update and status
- Uploading drivers tripsheet in delivery system for order validation

Voda Fone EGYPT July 2014 –January 2016 Customer Service Executive

- Providing guidance in areas of professional matters as requested or needed.
- Applying FCR concept for all customer's inquiries.
- Prioritizing and achieving multiple tasks, establishing and meeting deadlines.
- Follow up all customers related issues and provide timely feedback to Vodafone Egypt High Customers.
- Adhere to Customer Operations Department policies and procedures.
- Provide customers with superior recommendations and actions, and be a driver for customer's satisfaction and Loyalty.
- Perform standardized activities and tasks efficiently and effectively.
- Pro-actively reinforce Vodafone's customer care proposition during all contacts.
- Handle and retain all the customers' complaints within the SLA.

- Handle all USB and mobile internet basic trouble shooting related issues.
- Supporting corporate queue by handling SME authorized and end-users inquiries.
- Supporting collection queue by handling collections inquiries and bills explanation.
- Explore the required negotiation skills for making payments' deals when needed.
- Create a smooth communication channel with different departments to resolve customer problems and requests when needed in a highly professional manner.
- Applicable directly coordinate with customers to assist them with any questions or issues arising from their use of Vodafone's business solutions and hardware.
- Implement high quality standards of Customer.

Mobinil Egypt

August 2016- August 2017

Customer Service Support

- Handle All customer inquiries and concerns inside Mobinil Shops.
- Adhere to after sale service to achieve customer satisfaction.
- Rise up with shop sales by convince the customers with our products.
- Finance the target required by the shop manager.

Ooredoo Kuwait

October 2017- September 2018

Customer Service Executive

- First point of contact to the customers of our soccer field
- Make sure to maintain a good customer service
- Check and confirm the customer booking in the soccer field.
- Solving customer's issues and complaints & report any complicated issue to the management.
- Playing apart in achieving the sales target of the locations.
- Submit the required reports for the management.

Educational Background

- Bachelor of Law - 2014

Certificates / Diploma

- ICDL (Graphics and Photoshop Diploma - 2014
- High English Course – 2014
- E-commerce marketing course 2021

Personal Profile

Age:32

Civil Status: Single

Nationality: Egyptian

Language: Arabic , English

Visa status: Employment Visa