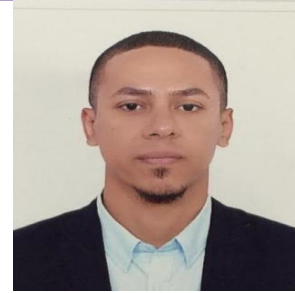


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## EDUCATION AND CERTIFICATION

Modern Academy University – Business administration (2008)

## PROFESSIONAL EXPERIENCE

### MEEZZAA TECHNOLOGY LLC



#### 2020 - 2021 MEEZZAA TECHNOLOGY: SELLER SUPPORT AND CATEGORY

- Communicate with sellers and invite them to open their marketplace stores in our platform
- Assist our sellers with the process and procedure to increase their sales and products reachability
- Build and maintain long-term relationships with vendors
- Plan and implement long-term development strategies for product categories
- Design exit strategies for unsuccessful products
- Strategize positioning of a product category in order to maximize its visibility
- Collaborate with the marketing team

### NOON ECOMMERCE SOLUTIONS



#### 2020 - NOON E-COMMERCE: WARRANTY ESCALATIONS SPECIALIST

- Support multiple sellers to manage and solve customers' warranty requests.
- Coordinate with multiple department of the company and assign tasks to improve the services.
- Handle escalated cases and help solving customers' concerns applying the company's warranty policies and procedures.
- Highlight the risks and target abusive activity (buyer/seller abuse).

#### 2019 - NOON E-COMMERCE: Customer service

- Respond to customers communications, inbound outbound and Emails.
- Assist customers in the process of their e-shopping, providing brand specifications, technical support and tracking.

### VODAFONE SERVICE & SALES



#### 2013-2018 - VODAFONE: CUSTOMER SERVICE REPRESENTATIVE

- Provide Vodafone customers with all required information related to the company products and services by using software: Seibel ,Win cash and CCT
- Providing guidance in areas of professional matters as requested or needed.
- Prioritizing and achieving multiple tasks, establishing and meeting deadlines.
- Follow up all customers' related issues and provide timely feedback to reporting managers.

## SUPPLEMENTS EG ,CO

**2011-2012 - SUPPLEMENTS EG: ACCOUNT MANAGER**

- Receive phone calls, messages and emails from the clients and handle it.
- Contact clients to inform them about items and new products related to their interests.
- Receive and track all clients' complaints and make sure that all solved in time professionally
- Help in surveys or getting client's opinion on a specific issue required by management.

## ETAM FASHION RETAIL

**2010 - ETAM FASHION RETAIL : SALES REPRESENTATIVE**

- Use software to track, check, prioritize and route orders
- Manage all-important documents such as advanced shipping notice, pick slips, bills.
- Direct the flow of packages from preparation to shipment
- Inspect labels, barcodes and other features of completed orders

## GOLDEN FREIGHT SHIPPING COMPANY

**2008 - 2010 - ETAM FASHION RETAIL : SALES REPRESENTATIVE**

- Supervise and lead subordinates (receiving clerks, order pickers)
- Control budget of the shipping department
- Collaborate with warehouse, purchasing and other managers to optimize processes
- Resolve issues regarding shipped orders
- Ensure and maintain compliance to legal regulations and company policies
- Report to management on activities and issues.

## IT SKILLS

Microsoft office / CRM / Zendesk / GOLD system / Seibel / Win cash / CCT / Agent One

## LANGUAGES

Arabic - English

## PROFESSIONAL QUALITIES

- High technical and trouble shooting skills.
- High Analytical
- Ability to think out of the box.
- External Market knowledge.
- Excellent sales and telemarketing skills.
- Excellent computer skills.
- Excellent negotiation and listening skills
- Creative problem solver and decisions maker.