

# KAMEL M. SAAD

124 Sheikh Zayed Rd - Al Wasl | Dubai | +971 58 303 9794 | [k.mohamed1805@gmail.com](mailto:k.mohamed1805@gmail.com) | Date of birth Aug 1<sup>st</sup> 1994

## OBJECTIVE

Dynamic and results-driven professional skilled in fostering collaboration, enhancing productivity, and resolving conflicts to align with organizational objectives, Adept at implementing strategic initiatives to improve operational efficiency and team cohesion, I am committed to cultivating a motivating work environment that promotes professional development and delivers exceptional project outcomes.

## EXPERIENCE

### CUSTOMER SERVICE TEAM LEADER

Creative Pan | Cairo, Egypt

Feb 2020 – Sep 2024

Led the customer service team, providing guidance, support, and motivation to ensure high performance and engagement.

Monitored and managed service quality, ensuring all customer interactions met company standards.

Developed training materials and coached new team members, focusing on continuous improvement and customer satisfaction.

Resolved escalated issues and customer complaints, fostering a positive customer experience.

### Customer Service Specialist

Tahseen Clinic | Cairo, Egypt

Jan 2017 – Dec 2019

Answer inbound calls promptly and professionally.

Listen attentively to patient inquiries and concerns.

Provide accurate and helpful information regarding medical services, appointments, and billing.

Schedule appointments based on patient needs and physician availability.

Handle patient inquiries and complaints with empathy and professionalism.

### Call Center Agent

Xceed | Cairo, Egypt

Jul 2015 – Dec 2016

providing customer service, support, and satisfaction through various channels.

Daily tasks include handling inbound and outbound calls, resolving customer queries.

ensuring high levels of customer satisfaction

## EDUCATION & TRAINING

### Bachelor Degree in Mass Media

Faculty of literature Minia University | Egypt

June 2016

Studied the impact of media on communities and its role in shaping public opinion. | **Grade: Good**

### Leadership Seminar at Creativepan

June 2022

### Customer Handling Skills & Soft Skills Seminar at Creativepan

August 2022

## SKILLS

Proficient in Microsoft Excel, Word, and PowerPoint.

Typing speed: 30-35 WPM.

Excellent command of the English language; fluent in Arabic.

Basic accounting functions, including auditing, billing, and error correction.

Leadership and team management skills.

Strong interpersonal skills with experience in client-facing roles.

## REFERENCES

### Ahmed Yousri

Customer Service Manager at Creative Pan CO | +201022609210