

Mohamed M. Ali El-Eraki



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Dedicated customer service with more than 8 years of experience dealing with clients, motivated to maintain customer satisfaction and contribute to company success. Exceptional level of versatility gained from a wide array of managerial and other skills in IT, training, end user support.

Experience

Sr.Customer Service Representitave (Temp)/ NOON.com, Dubai

Oct.2019 – till date
Jan.2019 – July.2019

- Answering incoming calls and respond to customer's emails, chat as an in/outbound.
- Research, identify, and resolve customer complaints using applicable software.
- Recognize, document, and alert the management team of trends in customer calls.
- Provide product information to customers, identify and escalate issues to supervisors.
- Floor support to agents "if needed", and management, resolve customer complaints.
- Ensure feedback from the customer to further improve the customer services satisfaction.
- Organize for team meeting and educate the agents with the Q/A, SLAs, and KPIs policy.

Customer Service Specialist / ALZAD for D.A, Dubai

Apr.2017 – Jun.2018

- Build new relationships of trust with new clients via calls, emails, social media and others.
- Moderate all user-generated content in line with the moderation policy for each community.
- Attend the international fairs, and provide any customer service / information required.
- Track the customer satisfaction via system and from sales and marketing team reports.
- Build and execute social media strategy through competitive research, platform determination, benchmarking, and google analytics.
- Communicate with staff / clients through a series of actions, either face-to-face, online or over the phone, to help in their concerns.
- Weekly / Monthly report to CEO covering all the received, pending, completed issues with satisfaction percent.

Product Customer Service / TechKnowledge ME, Dubai

Oct.2014 – Mar.2017

- Provide all level of support as part of the service dept. serving as Subject Matter Expert for the respective product lines and ensure SLA's, Q/A policies are being forward properly.
- Continuously improve support processes & make sure they are in line with any upgrade.
- Work with the Marketing, IT, Sales and the operations department on solving issues.
- Answers incoming customer calls regarding billing issues, product problems, service questions and general client concerns.
- Generate, edit, publish and share daily content (original text, images, video or HTML) that builds meaningful connections and encourages community members to take action.
- Document the patterns and queries that may indicate a larger problem with the product or service that needs to be resolved.
- Set up and optimize company pages within each platform to increase the visibility of company's social content
- Translate any type of content, statistics and all about the library information resources.

- Opens student accounts by recording account information.
- Attracts potential students by answering questions; suggesting information about university major and services.
- Build sustainable relationships of trust through open and interactive communication
- Use phone, emails, social media to reach out to students and verify account information
- Work with customer service manager to ensure proper customer service is being delivered
- Providing feedback on the efficiency of the customer service process.

Education

02/2009 - Computer Engineering / Al Ghurair University, Dubai

Completed 3 years studies of computer science and engineering bachelor degree.

09/2005 – 07/2008 High School diploma/Al Wuheida Secondary School

Major of general science.

Projects

- Sr. C.S.R at “NCC project” for one month 2019
 - C.S professional and consulting in CAFU (MENA Energy) 2018
 - Customer Support in Knowledge E publishing for an education client projects 2017
 - C.S leader in INTEL, for the new process generation project 2010
 - Call Center Agent in CISCO – CTS, for a technical network project 2009
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Computer & Languages Skills

OS System	Support Systems	Others Apps	Programming	Languages
Windows OS	Google AdWords	MS Office	HTML	Arabic (Native)
MAC OS	Google Analytics	Visual Studio	C++	English (Fluent)
Linux (Ubuntu)	Salesforce	Adobe Photoshop + Acrobat	JavaScript	
Linux (Deepin)	Zendesk	NetBeans		
	JIRA	Putty		
	ZOHO	VoIP Apps		

Attributes

- Selfstarter
 - Quick learner
 - Team Work
 - Sharp innovative
 - Presenter
 - Flexible
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Personal Information

- Date & Place of Birth : 18.Apr.1990, Dubai, United Arab Emirates
- Driving license : Available, Dubai, United Arab Emirates
- Nationality : Egyptian