

Kerolus Adel Farg Mehany



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Ajman, UAE

Driving License: Yes

Nationality: Egyptian

Visa: Resident Visa

Date of Birth: 15 / 6 / 1989

Marital Status: Married



Education

Bachelor in English & Education, Second Cycle of Basic and Secondary Education

Menia University

Year of Graduation: 2012

Work experience

ARAMEX Emirates. LLC (April 2017 - Present)

Retail Outlet Executive (person incharge)

Responsibilities

- Build strong and lasting relationships with customers.
- Take full responsibilities and end-to-end ownership of customer shipments and issues.
- Engage in constructive problem resolution and provide solutions.
- Act and communicate proactively and keep customers informed of any issues or changes in the booking.
- Work independently and assist the team in realizing goals and standards – share knowledge and best practices.
- Proactively track shipments and notify customers of relevant deviations from the transport plan, including potential solutions or alternatives.
- Be the owner of all customer issues and engage relevant stakeholders as required to facilitate timely and effective solutions in order to pacify the situation and avoid unnecessary cost.
- Manage/improve day to day process interaction with customers by leveraging detailed customer.
- Knowledge, actively engaging with One Team Customer Service counterparts where relevant.
- Understand claims policy and its impact on company assets and guide customers best possible through any potential claim situation.

DR.NICOLAS & ASP Clinic (OCT 2016- March 2017)

Patient Administration, Cashier and customer service Front desk

Responsibilities

- Scheduling, canceling, and rescheduling patient appointments
- Insurance verification and verification of patient demographics
- Ensure having updated patient's details.
- Inform walk in patients regarding waiting time to ensure better customer care
- Getting authorization, collecting co-pays and cash from patients
- Follow up on all cash outstanding,

RTA Roads And Transport Authority: (NOV. 2015 – SEP 2016)

Call Center agent

Responsibilities

- Responsible for handling customer calls and solving their issues.
- Use questioning and listening skills that support effective telephone communication
- Provide customers with product and service information.
- Record details of customer contacts and actions taken

El Baraka Dairy Company : (June 2009 to SEP 2015)

Customer service Agent

Responsibilities

- Listening to customer requirements and presenting appropriately to make a sale;
- Maintaining and developing relationships with existing customers in person and via telephone calls .
- Responding to incoming email and phone enquiries;
- Negotiating the terms of an agreement and closing sales;
- Gathering market and customer information.

● **Courses**

- English course certified from Cambridge training college
- ICDL

● **Personal Skill**

- Leadership and influencing skills.
- Attention to detail.
- Capable of making important and strategic decisions.
- Quick Learner.
- Ability to adapt, excellent team player and able to work under pressure.

● **Computer Skills**

- Excellent navigator of internet and e-mail services.
- Excellent knowledge of Windows.
- Microsoft Office. (Word, Excel, PowerPoint ... etc.)
- Course in e-learning and online surfing.

● **Language**

Arabic

English