



Osama Ibrahim

Customer Service Executive

☎ +971558584815

✉ cvtzendub@gmail.com

🚗 UAE Driver's License

📅 21/11/97

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"I personally believe that dedication only is possible when there are no obstacles when and where, a mutual commitment is in place."

EDUCATION

09/2015 – present **Bachelor's Degree in Management** Dubai, UAE Murdoch University

01/2014 – 05/2015 **IGCSE Certificate** Dubai, UAE Al Sadiq Islamic English School

Professional Skills:

- Excellent communicator.
- Problem Solver.
- Proficient in CRM systems and practices.
- Proficient in MS Office and Excel.
- Ability to stay calm with hostile customers.
- Strong multitasking and time management skills.

PROFESSIONAL EXPERIENCE:

Customer Service Representative

Dubai, UAE

NVOIT TECHNOLOGIES

August 2022 - January 2024

- Managed inbound and outbound calls in a timely manner.
- Processed forms, orders, and applications requested by the customers.
- Responded to all customer inquiries.
- Provided valid, and complete information by using the right tools.
- Independently resolved customer support issues and escalated when necessary.
- Documented records of all conversations.
- Listened actively to customer feedback and complaints, showed empathy and understanding and worked towards effective resolutions.

Customer Service Representative

Dubai, UAE

HOMES R US

May 2021 - June 2022

- Maintained a positive, empathetic, and professional attitude toward customers at all times.
- Used basic analytical skills to interpret information, examine available options and work towards conclusions.
- Communicated with customers via phone, email and chat.
- Assisted customers with orders, payments, and complaints.
- Kept records of all customer complaints and conversations.
- Communicated and coordinated with coworker's as necessary.
- Performed additional duties as assigned by management.