**Mr. Mohamed**

[**Mohamed.373810@2freemail.com**](mailto:Mohamed.373810@2freemail.com)



**Objective**

Seeking a challenging position where I can utilize my skills benefit from my education and gain experience.

Growing in an organization which I can perform well and increase its internal strength.

**PROFESSIONAL EXPERIENCE**

**Samsung Gulf Electronics**

**Designation:** Team Leader.

**Date of Joining: June 2015 till date**.

* Prepare some of the reports which are related to the call center operations (Daily report SLA, performance/productivity, CSS, IVR, QA and all transaction report)
* Listing to agents calls on a daily basis (live observation).
* Give immediately a feedback to the agents in order to improve them listening skills and how to handle the customers complain.
* Providing coaching sessions to know what they are should saying to the customers during the call to avoid bad survey, reducing AHT per call and increasing the customer's satisfaction.
* Follow up the customers complain about Samsung policy, products, agents, service center or technicians and try to solve it in a professional way in order to achieve the customer satisfactions as much we can.
* Using AVAYA, SAP, GCIC, CS-Portal, and Audio log system.
* Arranging training along with required material for new juniors:
* How to greet the customer and how to end the call.
* Technical training for Samsung products, Home appliances.
* How to use AVAYA phone, GCIC, and Knox system.
* Doing roleplay and live test calls.
* Refreshment training regarding new Samsung products, System update or changing process.
* Escalate to the higher management in case of quality issue, system errors, new suggestations and new ideas in order to improve our service.
* Handling the call floor, breaks, SLA, and attendance.

**Designation :** Call & Contact Center Agent.

**Date of Joining: October 2013 till June 2015**.

* Call Center agent ( Hardware & Software troubleshooting ).
* For all Samsung products (Smart Phones, Tablet's, Home Appliances, IT and tvs)
* Escalate all the customers complains (Voice OF Customer).
* Sending daily reports to authorized Service Center.
* Remote customer's devises (Remote Management System).
* Outbound calls with the escalated issues to the customers.
* Follow-up customers complain with Service Center (Service Tracking).

**Sharaf DG (Dubai-UAE)**

**Designation:** Sales Executive at Mushrif Mall.

**Date of Joining: July 2011 till September 2013**.

* Arranging all the new stock and display it and highlighting the ageing stocks.
* Taking care of all Security for the display at the showroom and Security tags for all stocks on the shelves.
* Responsibility for selling area and customer care.
* Putting rosters and employees schedules and timing.
* Handling customer problems and confirm with them.
* Distributing responsibility zoning areas to the team.
* Selling laptop, desktop, printer, all office tools, and accessories.
* Selling all kind of dictionaries and Translator.
* Selling all kind of calculators.
* Selling all kind of mobile phones.
* Achieving my targets and helping others to achieve their targets as well.

**CompuData Company (Cairo-Egypt)**

**Designation:** Store In-charge.

**Date of Joining:** July 2010 till June 2011.

* Contacting the supplier for supplying the requested stocks by the store.
* Responsibility for selling area and customer care.
* Putting rosters and employees schedules and timing.
* Handling customer problems and confirming with them.
* Distributing responsibility zoning areas to the team.
* Providing the store petty cash.

**CompuData (Cairo-Egypt)**

**Designation:** Accountant.

**Date of Joining:** March 2009 till July 2010.

* Tracking the financial reports from others departments.
* Responsible for matching the reports with the final results inside the system.
* Audit the financial reports according to the final statements.
* Writing reports to the general manger of the faculty.

**Computer skills:** Escalate to the higher management if we have a quality issue with one of our products and make sure to solve the issue shortly

I have completed a diploma in computer skills, proficiency in Microsoft Office particularly expertise in working with excel spreadsheets. Experienced in followings.

* Microsoft Word, Excel, and PowerPoint.
* Internet & Email
* Data entry for accounting programs.
* Basic network Troubleshooting and help desk support.
* Customizing desktops and changing laptop’ parts and ability to give IT solutions to fix the customer issues.

**ACHIEVEMENTS:**

* Create new team call "Dealer Team" with full process.
* The staff of the month on August 2015.
* The agent of the month on April & August 2014.
* Highest quality for five months continuously.
* Achieved the best seller of 2012 SDG.
* In-charge store manager within one year.
* Passing The International Computer Driving License - (ICDL) – Certificate.

**LANGUAGES:**

English, and Arabic

**Driving license**

Holding Emirates driving license.

**EDUCATIONAL BACKGROUND**

**Bachelor of Science in Commerce**

Accounting Department

2004-2008

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **PERSONAL PARTICULARS** | | | | | |
| **Date of Birth** | : | August 1986 |  |  |  |
| **Nationality** | : | Egyptian | **Gender** | : | Male |
| **Marital Status** | : | Married | **Visa Status** | : | Employment visa |

Pro-Active and result oriented with broad experience in an aspect of accounting and financial management. Demonstrated hands on management style in the development and implementation of strategic plans to ensure company growth. Sees the big picture and plans appropriate strategies to achieve results. Well disciplined with proven strong team builder and facilitator. Effectively communicates direction commits people to action and conveys complex information in easily understood formats. Computer literate. Open to travel.

***Character references are available upon request, And Thanks for your kind attention, hopping that my qualification meets your requirements.***