**Hamed**

Email: hamed.5843@2freemail.com

**CAREER OBJECTIVE**

A senior level position in Customer Service industry where I can utilize my extensive customer service experience, my proven record of describes notable achievement, my strong background in the area of responsibility, as well as my documented accomplishments in the area of expertise.

**CAREER SUMMARY**

Customer service professional with 7 years of experience interacting with the public. Highly qualified in service-based, hospitality positions requiring an emphasis on customer satisfaction in a fast-paced environment. Strong team player and leader. A proven and verifiable record for utilizing strong technical and interpersonal skills to enhance organizational efficiency and profitability. Committed to quality performance with an ability to learn new procedures quickly.

• Back and Front Office Operations • Needs Assessment

• Customer Relations • Customer Retention

• Facilitation • Everyday Business Etiquette

• Client Scheduling • Community Relations

• Administration • Complaint/Enquiry Resolution

• Client Needs Assessments • Procedure Development/Refinement

• Regulator Reporting & Communications • Productivity Improvements

**EMPLOYMENT EXPERIENCE**

***Customer Service Executive 2013 to Present***

Home Centre - Landmark Group of Companies, Dubai, UAE

• Communicated with customers daily

• Maintained standard human resource policies and procedures for dealership

• Supervised order management, customer relations, chargeback resolution and collections

• Provided team leadership to accomplish department goals and monitor work flow

• Managed staff of Customer Support professionals ensuring accuracy in order processing, quality customer service, professional demeanor, and proficiency with technology

• Performed all aspects of customer service and satisfaction, including answering busy multi-line phone system, coordinating special promotions, and providing detailed information for various products

• Consistently provided excellent, informed customer service and maintained strong reliable work ethic

• Initiated actions to insure optimal response times and service levels; handle escalated matters; approve credits

***Customer Service Executive 2011 to 2012***

Etisalat, Cairo, Egypt

• Performed all aspects of customer support, including answering telephones, coordinating special promotions, and providing details for products and services

• Handled inbound sales duties, including order entry processing and fulfillment

• Trained support personnel and made significant contributions in numerous departments, including logistics, sales, customer support, and production

• Originated customized order intake process to meet customers' specific ordering needs, improving delivery performance and optimizing customer satisfaction

• Interacted with customers extensively to maintain customer satisfaction

• Provided product information, pricing, quotations and delivery information to customers

• Provided a high level of customer service and client relations based on outstanding communication and interpersonal skills

***Customer Service Attendant 2010 to 2011***

Très Bon Chain of Restaurants, Cairo, Egypt

• Set up of tables and events including chairs, dance floors, silver and china; cleared tables throughout the dining experience using proper methods for removing dishes, glassware and silverware

• Service Food, Coffee, Water and other beverage

• Banquet and dining rooms during and after dining experience

• Ensured genuine hospitality for 100% customer satisfaction

**EDUCATION AND CREDENTIALS**

***Bachelors, Law 2011***

Graduate of college of Law Ain Shams University, Cairo, Egypt - Completed full credits in Law and related courses.

**TRAININGS**

**Customer Service Excellency**, Home Centre – Landmark Group, 2014

**Phone Skills**, Home Centre – Landmark Group, 2014

**Email Etiquette**, Home Centre – Landmark Group, 2010

**Customer Service & Complaint Handling**, Etisalat, 2011

**Etisalat Products & Services**, Etisalat, 2011

**SPECIAL SKILLS**

***Computer & IT -*** Microsoft Office™ (Word™, Excel™ PowerPoint™)

Windows™

Adobe™

***Language -*** Arabic-Fluent

English-Fluent

**PROFESSIONAL REFERENCES**

Available upon request