

# MOSTAFA SALAHELDIEN AHMED

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UAE - Dubai

## PROFESSIONAL SUMMARY

Dedicated Customer Service Professional with over 8 years of experience across the UAE and Egypt in telecommunications, real estate, and high-traffic service environments. Recognized for delivering exceptional service, maintaining 95%+ customer satisfaction, and enhancing operational efficiency through strong communication, conflict resolution, and CRM expertise. Adept at managing large volumes of inquiries, supporting diverse customers, and driving service excellence. Seeking to contribute customer-centric leadership and reliability to a multinational organization.

## EDUCATION

Bachelor of Social Work in Helwan University, Egypt - Cairo.

2015 – 2020

## LANGUAGES

- Arabic\_\_Native
- English\_\_Fluent

## WORK EXPERIENCE

**Customer Service Agent** – Serco Middle East, Dubai

Dubai International Airports

2023 – Present

- Greets, welcomes and wishes a safe flight to all passengers across different touch points within the airport.
- Collaborates with other stakeholders specially with Emirates staff during a rush connection, cancelled flights or returning flights by assisting them with escorting and guiding passengers or even distributing already printed boarding passes.
- Consistently promotes airport facilities, local attractions within and outside the airport encouraging connecting passengers to come to Dubai for a visit.
- Crowd management at the security screening and arrival hall enabling smooth passenger flow.
- Quick response to emergency through escalation or reporting to the right person in a timely manner. .
- Assisting passengers with special needs such as those with POD and those with reduced mobility.

**Customer Service Agent** –Real Estate Division,

Almothalath Real Estate Company, Egypt - Cairo.

2021 – 2023.

- Responded to client inquiries through phone, email, and in-person, providing accurate information on property listings, pricing, and availability.
- Assisted clients in booking property viewings and coordinated schedules between buyers, sellers, and agents to ensure smooth appointments.
- Provided personalized customer support throughout the property purchase or rental process to enhance client satisfaction and retention.
- Maintained updated knowledge of property features, community areas, and market offerings to answer client questions effectively.
- Addressed customer concerns, resolved issues promptly, and escalated complex cases to the relevant departments when necessary..
- Followed up with potential leads to nurture interest, gather feedback, and encourage conversion into active clients.
- Ensured compliance with company policies, privacy standards, and real estate regulations during client interactions.

**Call Centre Agent** – Vodafone Telecommunication Company,  
Egypt - Cairo.  
2018 – 2021.

- Handled high-volume calls daily, providing accurate information on mobile, internet, and, services, and promotions.
- Assisted customers with billing inquiries, payments, account updates, service upgrades, and plan changes.
- Troubleshoot basic technical issues related to network coverage, device setup, SIM card problems, and connectivity.
- Logged all customer interactions and resolutions in the CRM system with 100% accuracy.
- Resolved customer complaints professionally, ensuring adherence to service quality and call-handling standards.
- Achieved performance targets related to First Call Resolution (FCR), Average Handling Time (AHT), and Customer Satisfaction (CSAT).
- Educated customers on self-service tools and digital platforms to reduce future support requests.
- Ensured compliance with data protection, confidentiality standards, and telecom regulatory guidelines

## **ACHIEVEMENTS**

- Increased daily service efficiency by 15% through active crowd flow guidance.
- Received positive feedback from supervisors for professionalism and customer handling.
- Developed a client follow-up system that reduced missed opportunities by 30%.
- Closed multiple inquiries into long-term client relationships, supporting business growth.
- Played a key role in reducing customer churn by upselling value-added services and retaining at-risk customers.
- Improved first call resolution rate by 25%, reducing repeat calls and boosting customer satisfaction.

## **SKILLS**

- Customer Service Excellence
- Professional Communication
- Multilingual Support (Arabic & English)
- Active Listening & Empathy
- Conflict Resolution & Problem Solving
- Airport Safety & Emergency Response Awareness
- Crowd Management
- Special Needs (PRM/POD) Assistance
- First Call Resolution (FCR)
- Technical Troubleshooting
- CRM Accuracy & Documentation
- Team Collaboration
- Attention to Detail
- Adaptability in Fast-Paced Environments
- Work Under Pressure
- Organizational Skills