

# Mohamed Sayed Hassan

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## Objective

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I aspire to grow my career in a reputed organization which provides challenging work opportunities combined with the environment for learning and professional development.

## Experience

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### National Bonds Corporation

#### ***Service Excellence Officer (Organization Excellence) January 2014 – July 2024***

- Analyzing and categorizing customer feedback such as complaints, compliments, suggestions and frequently repeated queries which are received through various channels.
- Lead end-to-end investigations and resolutions of customer complaints, ensuring thoroughness and attention to detail.
- Ensure prompt and efficient closure of customer feedback, adhering to established service benchmarks.
- Diligently document feedback and maintain accurate records of actions taken CRM system for complaint management.
- Conduct comprehensive analysis and classification of customer feedback, including complaints, compliment and suggestions, across multiple channels.
- Proactively identify and escalate issues to maintain high service standard across all departments.

#### ***Customer Service Representative (Contact Center) July 2011 – December 2013***

- Efficiently managed inbound calls, providing exceptional service to both existing and potential clients, while addressing inquires about National Bonds' offerings
- Expertly handled account –related tasks, including documentation for account opening, processing updates; and managing e-bonds transactions and redemption forms.
- Demonstrated keen acumen in identifying up selling opportunities, capturing valuable leads, and generating referrals to drive business growth.
- Successfully retained customers contemplating bonds redemption through persuasive communication and problem-solving skills
- Actively promoted the company's E-service, enhancing customer engagement and digital adoption.
- Diligently collected and reported customer feedback, market trends, and relevant data to support the marketing and sales teams' strategic decisions

### Etisalat UAE

#### ***Technical Support Representative (Contact Center) July 2010- June 2011***

- Provide technical support for Etisalat internet services over the phone, Billing clarification, Domain names and email troubleshooting.
- Answers inquiries by clarifying desired information, researching, locating, and providing information.
- Fulfills requests by clarifying desired information; completing transactions; forwarding requests.
- Act as a Sales consultant to advice customers to the right service he is looking for.

### LINKdotNET ( Egypt )

#### ***Technical Support Representative April 2008- May 2010***

- Troubleshooting the Network over the phone (Frame Relay: connectivity between banks and companies and DSL problems: ADSL&SDSL).

- Handling customer's inquiries completely and accurately.
- Working under oracle application CRM
- Handling customer objections & problems through a highly designed systems & well product knowledge.
- Participate in activities designed to improve customer satisfaction & provides additional customer education.

### **Egyptian contact center operator (ECCO) ( Egypt )**

#### ***Customer Service Representative March 2007- March 2008***

- Respond to incoming telephone inquiries regarding NTCC (National telecommunication Cards Company) project.
- Accurately record all details of customer inquiry for statistical and analytical Purposes
- Positively contribute in up selling of products & Value Added Services to maximize company revenue.
- Worked as back office makes daily & weakly & monthly report to deliver it to client.
- Worked as trainer for product knowledge to new comer.

### **Education**

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- B.A of Commerce ( Accounting ), from Ain Shams University, May 2005 Egypt
- Foundation in AML and KYC from KYC Lookup, September 2024

### **Skills & Abilities**

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|---------------------------------------|--|
| - Communication                       | - Problem-Solving                        |
| - Interpersonal skills                | - Attention to detail                    |
| - Ethics and Integrity                | - Issue identification and investigation |
| - Stakeholder relationship management | - Corrective action recommendation       |
| - Time management and organization    | - Analytical and problem-solving skills  |
| - Teamwork and Collaboration          | - Auditing and Monitoring                |

### **Language Skills**

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Arabic – Native language  
English – Very Good Command in Reading & writing