

Mohamed Khalid

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Professional Summary

Highly dedicated and results-oriented Customer Service professional with 3 years of experience, seeking to leverage strong communication, problem-solving, and relationship management skills to deliver exceptional service and support customer retention in a dynamic manufacturing

Professional Experience

Customer service agent– BBQ Station restaurant|July 2022: Present

- Handle Inquiries: Respond promptly and professionally to all customer inquiries, comments, and feedback received via phone, email, social media, and third-party delivery apps.
- Order Management: Efficiently process and confirm customer orders, modifications, and cancellations, ensuring accuracy and relaying information clearly to the kitchen and delivery teams.
- Menu Knowledge: Maintain expert-level knowledge of the restaurant's menu items, ingredients, specials, preparation methods, and allergen information to accurately answer customer questions.

Customer support specialist – Cairo . Egypt | May2021 - March 2023

- Handled and resolved a high volume of customer complaints related to product quality, packaging issues, and expiration dates for dairy and juice products.
- Liaised with the Quality Control (QC) team to investigate product-related concerns, relay findings to customers, and arrange for necessary compensation or product exchange.
- Managed customer order processing, modifications, and confirmations for bulk distributors and retail chains, ensuring accurate pricing and timely scheduling.
- Maintained updated knowledge of all company products, promotional campaigns, and distribution routes to provide accurate and prompt responses.
- Customer service agent– Al hamad Automotive| JAN 2020 – March 2021
- Responded to inquiries from dealerships and end-users concerning vehicle models, spare parts availability, maintenance schedules, and after-sales service.
- Logged and tracked customer feedback and technical issues related to vehicle performance, channeling information to the Engineering and After-Sales Service teams for product improvement.
- Scheduled service appointments and communicated estimated repair times to customers, minimizing inconvenience and managing expectations effectively.

Education

Bachelor of commerce, Banha university, in May 2019

Relevant Skills

Product knowledge: Understanding complex products and services

Active listening: Understanding customers' true needs

- Organization: Managing multiple tasks efficiently

Problem-solving: Methodical approach to complex issues

Languages

- English: B1(Writing &Speaking)
- Arabic: Native Language (Mother Tongue)