

AHMAD FATHY SHALABY



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SUMMARY

Motivated and result driven as a customer service over 3 years of experience in delivering exceptional customer service and achieving sales targets. Proven ability to handle high-volume calls, resolve customer issues efficiently, and contribute to team success. Excellent communication and interpersonal skills, with a strong focus on customer satisfaction.

EDUCATION

- **Bachelor of Arts Menoufia University (09/2017 - 06/2021)**

EXPERIENCE

CUSTOMER SERVICE (Mar / 2022 - May / 2025)

TELECOM EGYPT

- Provided outstanding customer service through phone, email, and chat, handling an average of 70+ interactions daily.
- Ensure customer satisfaction rate by resolving issues promptly and effectively.
- Developed and implemented customer service procedures, leading to an increase in efficiency.

SKILLS

- Data Entry and Management.
- Communication skills.
- Problem solving skills
- Customer Service Excellence.
- Team Collaboration.
- Can handle complaints
- Time Management.

COURSES

Microsoft Office specialist (15/8/2021)- (15/10/2021)

HR - basic of management as (concept of management and its functions & HRM concept. objectives and roles)

Languages

- English: Fluent
- Arabic: Native