



Bassaint Mahgoub

Operations Executive | Customer Service Coordinator

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Dubai, United Arab Emirates

I am a dedicated professional with over seven years of progressive experience driving operational excellence, customer satisfaction, and team performance across diverse industries. My career demonstrates a proven ability to manage complex workflows, optimize resource allocation, and implement data-driven solutions that directly impact business outcomes. I bring hands-on expertise in supervising sales operations, coordinating cross-functional teams, managing multi-channel customer communications, and maintaining performance accountability through advanced reporting and analytics. My technical proficiency spans enterprise systems, including Epicor, Odoo, Garajeo, and CRM platforms, enabling me to streamline processes and maintain operational integrity. Bilingual in Arabic and English, I build strong stakeholder relationships and navigate diverse organizational environments with ease. I am committed to driving efficiency, building high-performing teams, and delivering measurable results that support organizational goals and growth.

SKILLS

- Customer Service Management
- Sales Coordination
- Cross-Functional Collaboration
- Strategic Planning and Execution
- Client Relations
- Social Media Strategy
- Performance Metrics Analysis
- Brand Development
- Research and Insights
- Communications
- Marketing Campaign
- Data-Driven Decision Making
- Event Coordination
- Regulatory Compliance
- Communication Strategy
- Reporting and Documentation
- Multitasking
- Workflow Management
- Team Leadership

WORK EXPERIENCE

Operations Executive | Customer Service Coordinator Dial A Battery (AMAP Autocare Group)

02/2025 - Present

Dubai, UAE

- Prepared detailed daily sales reports for call agents and the sales team to support performance tracking and analysis.
- Calculated and tracked monthly KPIs and incentive structures for call agents and technicians to drive performance.
- Monitored technician routes through GPS tracking systems to ensure timely customer service delivery.
- Dispatched technicians to customer locations based on time windows and traffic conditions to maximize efficiency.
- Handled customer inquiries across multiple channels, including Freshdesk, WhatsApp, and phone calls to resolve concerns.
- Coordinated with cross-functional departments to ensure smooth daily operations and seamless service delivery.
- Prepared work schedules for call agents and technicians to align staffing with business demand and operational needs.
- Managed online orders through the company website platform, ensuring timely processing and accurate customer delivery.
- Created work orders in systems such as Epicor and Garajeo to maintain sales records and operational documentation.
- Communicated with internal teams and customers to provide updates, clarify expectations, and resolve operational issues.

Customer Service Coordinator Advanced Chemical Industries

2021 - 2024

Alexandria, Egypt

- Supervised daily sales operations, ensuring team members achieved targets and adhered to company guidelines.
- Prepared accurate and comprehensive daily, weekly, and monthly reports to support data-driven management decisions.
- Facilitated seamless coordination between sales and customer service teams to optimize productivity and outcomes.
- Conducted Odoo training for new hires, ensuring consistent usage across departments and improved operational efficiency.
- Resolved escalated customer complaints promptly, ensuring satisfaction and maintaining strong client relationships.
- Analyzed operational workflows, identifying inefficiencies and implementing improvements to enhance service quality.
- Collaborated with cross-functional teams to address client issues, ensuring prompt and effective resolutions.
- Oversaw order processing activities, ensuring accuracy, timeliness, and compliance with established company standards.
- Streamlined internal communications to improve alignment between customer service and sales departments.

WORK EXPERIENCE

Social Media Moderator

Admedica

2018 - 2020

Alexandria, Egypt

- Managed Facebook and Instagram accounts, responding to inquiries and engaging with the target audience effectively.
- Conducted performance analysis of social media pages, implementing strategies to improve interaction and engagement.
- Enhanced customer satisfaction by building positive relationships and promoting long-term partnerships.
- Analyzed user feedback to adjust content strategies and ensure alignment with audience preferences and expectations.
- Coordinated with content creators to maintain brand consistency across all platforms, ensuring cohesive messaging.
- Tracked metrics like reach, impressions, and engagement to measure campaign success and refine future strategies.
- Developed comprehensive reports for management on audience insights and social media platform performance.
- Handled customer queries professionally, resolving concerns and ensuring positive experiences for all users.

Customer Service Representative

Orange Egypt

2017 - 2018

Alexandria, Egypt

- Delivered tailored solutions to customer inquiries, ensuring satisfaction and promoting long-term business relationships.
- Conducted market research to identify audience needs, refining service delivery and engagement strategies effectively.
- Assisted in organizing product exhibitions, enhancing visibility and driving engagement with target audiences.
- Identified potential leads during customer interactions and shared insights with the sales team for follow-up.
- Resolved escalated customer complaints professionally, ensuring timely solutions and maintaining company reputation.
- Supported marketing initiatives by providing customer insights and feedback to refine promotional campaigns.
- Collaborated with event organizers to ensure seamless execution of exhibitions and promotional activities.

Social Media Moderator & Customer Service

Art Link Group

2016 - 2017

Alexandria, Egypt

- Established and optimized social media pages, increasing online visibility and strengthening brand presence significantly.
- Conducted data analysis to identify target audiences and refine marketing strategies to improve engagement rates.
- Responded promptly to user inquiries, ensuring customer satisfaction and fostering loyalty among social media followers.
- Monitored competitor activities and trends to identify opportunities for content improvement and market positioning.
- Supported event planning and product exhibitions to maximize brand exposure and audience interaction.

EDUCATION

Bachelor of Arts, Oriental Languages

Alexandria University, Egypt | 2012 – 2017

TECHNICAL SKILLS

Microsoft Office (Word, Excel, PowerPoint & Outlook)

Odoo

CRM

Trello

Epicor

LANGUAGES

Arabic

Native or Bilingual Proficiency

English

Full Professional Proficiency

REFERENCES

Available upon request.