

MOHAMMED SAYED ALI

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PERSONAL OVERVIEW

Results-driven professional with expertise in customer service, operations, and telesales within the Government and healthcare sector. Strong background in managing customer inquiries, resolving issues, and building strong client relationships. Experienced in working with HIS, HIMES, and SAP CRM systems to ensure accurate data management and efficient service delivery. Consistently meets performance goals and contributes to team success.

PROFESSIONAL EXPERIENCE

Customer Happiness Officer - Front Desk

Dubai, UAE

Smart Salem Medical Centre

2025 : Present

- Delivered high-quality front desk customer service by greeting and assisting customers professionally
- Assisted customers with registration procedures and ensured accurate documentation in compliance with Dubai Health regulations.
- Handled customer complaints and concerns efficiently, ensuring timely resolution and escalating issues to management when required.
- Coordinated closely with medical and administrative teams to ensure smooth daily operations and a seamless patient experience.
- Provided accurate information regarding services, procedures, and documentation requirements.
- Verified customer records and documentation in compliance with healthcare regulations.
- Actively promoted and upsold wellness packages and healthcare services, supporting revenue targets and customer retention.

Customer Service Executive

Dubai, UAE

Dubai Electricity and Water Authority (DEWA)

| 2023 : 2025

Customer happiness Center – CCC

- Provided timely and professional responses to customer inquiries across multiple communication channels, including phone, email, and chat, contributing to enhanced customer satisfaction and long-term client relationships.
- Coordinated with internal & relevant departments to resolve customer complaints efficiently.
- Documented customer interactions in SAP systems, ensuring accuracy and timely follow-up.
- Assisted in troubleshooting technical issues by collaborating with technical teams and providing consistent communication to customers.
- Delivered clear information about services, billing processes, and policies to customers.
- Verifying customer account details and payment history, Checking order statuses, processing invoices.

Customer Service Representative

EGYPT

Vodafone Egypt

| 2021 : 2023

- Maintain a high customer satisfaction rating by providing clear, empathetic, and efficient communication..
- Process customer requests, such as billing inquiries, order tracking, and service upgrades. Coordinated meetings,
- Meet and exceed performance targets, including call handling time and resolution rates.
- Resolve conflicts and escalate complex issues to the appropriate department.
- Collaborate with team members to improve processes and enhance customer experience,

Sales

EGYPT

B. TECH Company

| 2019 : 2021

- Selling the company products and offering our services & Customer Negotiation,
- Collecting debts and installments for all customers monthly.
- Obtaining deposits and balance of payment from clients.
- Following and Update all Receipts in the System.
- Giving sales presentations to a range of prospective clients.
- Calling potential clients to evaluate needs or promote products and services.
- Following and Update all Receipts in the System.

KEY ACHIEVEMENTS

- **Awarded an appreciation certificate for outstanding performance as one of the top customer service employees at DEWA.**

EDUCATION

Bachelor of Arts Assuit University, 2021

Department of Geographic Information Systems (GIS)

Diploma in Education, Assiut University, 2022

LANGUAGES

- Arabic Native Speaker
- English Highly Proficient

SKILLS

- Communication skills
- Patient Support
- Upselling & Cross-Selling
- Healthcare
- Attention to detail
- Problem-solving
- Customer satisfaction
- Flexibility
- Multitasking
- High Level In Accuracy
- Leadership Skills