

Hossam Hassan Zakaria Abdelrahman

Customer Service Specialist | Assistant Store Manager
Silicon Oasis, Dubai, UAE
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Marital status: Single
Date of Birth: 09/09/1989

Notice Period: Immediately
Visa Status: Own Visa, I have NOC

Professional Summary

Customer Service Specialist with over 10 years of experience in retail management and customer service. Proven track record in improving customer satisfaction, increasing sales performance, and streamlining operations. Skilled in team management, conflict resolution, and process optimization. Adept at using CRM software and handling high-volume customer interactions.

Professional Experience

Tele sales Representative - Banking Loans *August 2024 - Present*
H2O Financing Broker L.L.C, Dubai

- Initiate over 150 calls to potential customers, introducing loan products and services.
- Identify customer financial needs and recommend suitable loan products.
- Accurately complete and process loan applications and ensure compliance with banking regulations.
- Meet and exceed monthly sales targets and performance metrics.

Student Affairs Specialist *September 2023 – May 2024*
Thebes Academy, Egypt

- Enhanced student records accuracy and timeliness by 30% with new database procedures.
- Improved reporting efficiency by 25% through comprehensive data analysis.
- Amplified student satisfaction by 15% through effective problem resolution and support.
- Reduced processing time by 20% for course registration and graduation.

Catalog Specialist *November 2020 - May 2023*
Mass Solutions, Egypt

- Boosted team efficiency by 25% through targeted training and new strategies.
- Reduced operational costs by 20% with process optimizations.
- Escalated reader retention by 30% through content improvements.
- Delivered 52,000+ SKUs monthly, exceeding 60% of total company deliveries.

Assistant Store Manager *April 2011 - October 2020*
Solitaire Gold Store, Egypt

- Elevated individual sales by 25% and store revenue by 30% through strategic initiatives.
- Achieved 95% customer satisfaction with exceptional service and personalized recommendations.
- Reduced stock discrepancies by 20% and decreased customer wait times by 20%.
- Enhanced customer loyalty programs, resulting in a 40% increase in repeat customer visits.

Retail Sales Representative *March 2010 - January 2011*
Vodafone Egypt Outsource Retail Department, Egypt

- Enhanced customer satisfaction by 20% with clear explanations of charges and billing.
- Processed 75 credit card transactions daily with a 99.9% accuracy rate.
- Reduced processing time by 30% while managing account changes and billing.
- Increased upselling success by 15% with up-to-date product knowledge.

Education

- Bachelor of Arts in Philosophy** *(June 2014)*
Cairo University, Egypt
- Applied Philosophy Diploma** *(June 2016)*
Cairo University, Egypt
- Education Diploma** *(June 2017)*
Sadat University, Egypt

Skills and Abilities

- Excellent negotiating skills
- Ability to work in a team
- Skilled in computer and other software applications
- Achieving Sales target
- Exceptional communication skills
- Strong logical and logistical thinking
- Quick decision-making capabilities
- Multi-tasking skills
- Adaptability
- Customer Service Excellence
- Team Management and Development
- Sales Performance Improvement
- Data Analysis and Reporting
- Inventory Management
- Technical Proficiency in Call Center Systems
- Multicultural Communication
- Conflict Resolution

Languages

- English: Fluent
- Arabic: Native