

Mousa Salib

Customer Service Specialist



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- +201020354914
- Bani Ghani - Samalout - Minya
- March 1, 1999
- Egyptian

SKILLS

- Communication & Active Listening
- Problem Solving & Conflict Resolution
- Customer Handling & Empathy
- Time Management & Multitasking
- Teamwork
- Product Knowledge
- CRM Tools (e.g., Zendesk, Salesforce)
- MS Office (Word, Excel, PowerPoint)

PROFILE

Customer service and sales specialist with a strong record in achieving targets, solving client issues, and improving satisfaction. Experienced in telecom, finance, and recently trained in full stack web development at ITI. Skilled in communication, analysis, and delivering effective solutions.

EDUCATION

Professional Diploma in MEARN Stack Development
Information Technology Institute (ITI)
07/2023 – 12/2023 | Minya, Egypt

Bachelor's Degree in Agricultural Sciences
Faculty Of Agriculture
09/2022 – 07/2022 | Minya, Egypt

PROFESSIONAL EXPERIENCE

Full Stack Developer
Al Abdaa Tech Company | Remote
03/2025 – present
Full Stack Developer at Al Abdaa Tech, building web applications using the MERN stack. Handle both frontend and backend development, create APIs, integrate databases, and deliver responsive, user-friendly solutions.

Indoor Sales && Customer Service
Vodafone Company | Samalout - Minya
11/2024 – 02/2025
Worked as an Indoor Sales and Customer Service Representative at Vodafone, handling customer inquiries, resolving issues, and promoting products and services. Provided support in-store, ensured customer satisfaction, and achieved sales targets through effective communication and problem-solving skills.

Outdoor Sales
E & Egypt (Etisalat) Company | Minya
12/2023 – 11/2024
Achieved strong sales growth and customer retention at Etisalat by promoting telecom services, resolving client issues, and building lasting relationships. Consistently exceeded targets through personalized support, tailored solutions, and strategic territory management.

Credit Specialist
Tasaheel Company | Shusha - Samalout - Minya
09/2022 – 06/2023
Evaluated loan applications with 100% accuracy, improving decision-making efficiency. Implemented structured repayment plans, reducing default rates by 100%. Streamlined loan processes, achieving disbursement targets, and enhanced loan recovery with effective follow-up strategies.



LANGUAGES

Arabic



English

