

# Muhammad Salah Ahmed

## Multi-Talented Employee

### Contact

mohammedmelok001@gmail.com

+20 102-272-3804

13 Imam Abo Hanifa St 540,  
Dekhila – Alexandria, EGY

### Education

- **Max Commerical School**  
Certificate in General Commerical  
Completed in 2022

### Skill

- Management Skills
- Programming & Cybersecurity
- Negotiation
- Critical Thinking
- Communication Skills
- Digital Marketing

### Certificates

February 10, 2024 | Google  
**Foundations of Cybersecurity**

November 23, 2022 | Google  
**Bits and Bytes of Computer Networking**

November 10, 2022 | University of Michigan  
**Programming for Everybody (Python)**

September 9, 2022 | Google  
**Technical Support Fundamentals**

## Profile

Dedicated and customer-focused professional with over two years of experience in the customer service field. Skilled in effectively handling customer inquiries and resolving their issues with a patient and empathetic approach. Possesses a humble yet solid foundation in technical support, with a keen interest in continually enhancing technical skills. Committed to delivering exceptional service and continuously improving to meet the evolving needs of clients and the organization.

## Work Experience

○ July 2023- Present  
Altice USA

### Retention Non-Pay Specialist

As a Retention Non-Pay Specialist at Optimum USA, I effectively managed customer accounts to ensure retention and resolution of non-payment issues. Utilized strategic communication and problem-solving skills to address customer concerns and maintain positive client relationships.

○ Feb – July 2023  
Altice USA

### Customer Service Representative

As a Customer Service Representative at Optimum USA, I provided exceptional support to clients, handling inquiries, resolving issues, and ensuring customer satisfaction. Utilized strong communication skills and product knowledge to deliver timely and effective solutions, contributing to the overall success of the company.

○ Nov 2022 – Feb 2023  
Raya Customer Experience

### Co-Operational Team Leader

Transitioned from the role of Customer Service Representative to Co-Operational Team Leader at Raya Customer Experience, recognized for leadership potential and dedication, ensuring smooth operations, and enhancing overall performance, despite the promotion not being formally documented. Demonstrated ability to effectively manage customer inquiries and facilitate resolutions.

## Reference

**Mostafa Yasser**  
Raya CX / Human Resources  
Phone: +20 110-064-3420

**Ahmed Arafa**  
Altice USA / Manager  
Phone: +20 111-434-1096