

MOOMEN ELTELBANY

Customer Service and Administrative Professional

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Cairo, Egypt



EXPERIENCE

Dispute Manager

Icarus Agency

01/2023 - 03/2025

Holland, Remote

Remote company focused on dispute management

- Provided comprehensive product information to customers, resulting in a 15% increase in informed decision-making
- Successfully guided customers through resolution processes for defective or incorrectly received items, achieving a 95% customer satisfaction rate
- Streamlined product return procedures, reducing processing time by 20%
- Addressed and clarified diverse customer inquiries, consistently exceeding customer satisfaction targets
- Consistently achieved daily operational targets and contributed to a positive team environment
- Collaborated with suppliers to resolve product-related queries and issues, improving supplier relations

Production staff

SUNRIPE SUPERMARKET

08/2022 - 02/2023

London, Canada

Supermarket focused on providing quality products

- Set up the products for store displays
- Managed time to be able to produce the most important products
- Checked the bunkers to make sure that they were full of the best quality possible
- Ensured product quality standards were met, minimizing waste by 10%

Administrative Associate

ROCHA PÃES - FÁBRICA DE PANIFICAÇÃO E CONFEITARIA LTDA

09/2017 - 03/2020

Sorocaba, Brazil

Bakery and pastry factory in Brazil

- Increased profit margin by 45% by optimizing bakery product pricing and cost analysis
- Ensured that all the due payments were on the system on the right date
- Controlled the bakery inventory
- In charge of issuing invoices
- Responsible for registration of all the new products
- Ensured that the suppliers are being paid on time
- Wrote a monthly purchase and sales report

Administrative Assistant

SUPERMERCADO CJG LTDA

09/2017 - 02/2019

Sorocaba, Brazil

Supermarket in Brazil

- Issued invoices accurately, resulting in a 20% reduction in payment processing time
- Controlled supermarket inventory
- Analyzed the profit margin of supermarket products
- In charge of creating codes for new products with the correct price
- Ensured that all due payments were on the system on the right date
- Responsible for making corrections to the invoices and making devolution invoices
- Responsible for receiving products and services

SUMMARY

I am a dynamic professional with a diverse background, enriched by my Brazilian and Egyptian heritage. My experience spans customer service, administration, and web development. I thrive on challenges, adapt quickly, and excel in multifaceted roles. My strong communication skills and problem-solving abilities enable me to deliver impactful results in high-pressure environments.

KEY ACHIEVEMENTS



Dispute Manager Achievements

Increased customer satisfaction to 95% by efficiently resolving product issues, guiding customers through returns, and providing clear, empathetic support across multiple service touchpoints.



Dispute Manager Achievements

Reduced processing time by 20% by streamlining product return procedures and collaborating with suppliers, which improved both internal workflow and external business relationships.



Cost Management Achievements

Cut company expenses by 15% through effective supermarket budgeting, market price research, and cost-control strategies while maintaining high operational standards and inventory accuracy.

LANGUAGES

Arabic					
Native					
English					
Proficient					
Portuguese					
Proficient					

SKILLS

HTML	CSS	Tailwind	Bootstrap
JavaScript	React	Git	GitHub

EXPERIENCE

Administrative Manager

JBM SUPERMERCADO LTDA

📅 03/2019 - 07/2022 📍 Sorocaba, Brazil

Supermarket management role

- Conducted the tax analysis routine of the company
- In charge of issuing invoices
- Examined accounts payable relative to each supplier and purchase
- Managed the supermarket budget, reducing expenses by 15%
- Wrote a monthly purchase and sales report
- Verified and reported monthly expenses
- Conducted market research for prices
- Responsible for selecting and training people to work in the company's team

EDUCATION

Bachelor of Analysis and Development of Systems

ESAMC

📅 01/2022 - 12/2022 📍 Sorocaba, Brasil

VOLUNTEERING

TEAM LEADER

AIESEC Egypt

📅 02/2014 - 03/2017

Led one of Egypt's largest cultural projects, "Happy Egypt", aimed at challenging stereotypes and promoting local values. Ensured a great experience for international interns. Created financial reports and negotiated to cut costs.

English Teacher

Guarda Mirim, Brazil

📅 07/2016 - 10/2016

Developed and delivered English lessons to teenage groups. Focused on improving speaking, reading, and writing skills. Created an engaging environment and promoted cultural exchange in the classroom.