

# Mohamed Mahmoud Mohamed Abdulaziz

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## SUMMARY

Motivated and detail-oriented individual seeking a transition from Call Center at Etisalat Egypt to a Corporate Accountant role at a prestigious Big Four accounting firm. Strong analytical skills, knowledge of financial principles, and a drive for accuracy and efficiency. Although lacking direct experience in accounting, I am eager to learn and contribute to the success of the organization while pursuing professional development opportunities.

## EXPERIENCE

### Telesales Agent

#### Trend Trade Financial Consultation

June 2024 - October 2024, Egypt

- Conducted outbound sales calls to potential clients in the Saudi and American markets, promoting personalized financial consulting and investment services.
- Managed a high volume of daily calls, maintaining professional communication and building rapport with clients to understand their investment needs.
- Successfully communicated complex financial concepts in a simplified manner, aligning investment solutions with client goals.
- Worked closely with the sales team to ensure consistent follow-up on leads, leading to an increase in client acquisition and retention by 15%.
- Delivered exceptional customer service, addressing client inquiries promptly and maintaining regular contact to ensure satisfaction and long-term engagement.
- Collaborated with the investment analysis team to provide clients with accurate and up-to-date market trends, helping them make informed financial decisions.

### Customer Service Representative

#### Etisalat Misr

December 2021 - June 2022, Egypt

- Managed an average of 70-100 inbound calls per day, addressing customer inquiries, resolving billing issues, and providing technical support.
- Demonstrated excellent problem-solving skills, consistently resolving customer concerns in a timely and efficient manner, resulting in high customer satisfaction ratings.
- Provided detailed and accurate information to customers about services, billing, and technical solutions, ensuring clarity and a positive customer experience.
- Collaborated with team members to improve service delivery, sharing insights on customer pain points and contributing to process improvements.
- Received recognition for exceptional performance in customer satisfaction surveys and for achieving key performance metrics consistently.
- Handled customer inquiries, answered questions, and resolved problems in a timely manner.

## EDUCATION

### Bachelor's degree in Accounting

Higher Institute for Administrative and Computer Sciences, New Cairo • Cairo • 2023

## CERTIFICATIONS

### Student Data Management System (Student Affairs)

Vision academy • 2023

- The Student Data Management System (Student Affairs) certificate reflects my involvement in student affairs and administrative processes during my academic journey. This experience has honed my organizational and data management skills, which are valuable assets in various professional environments, including the role I am applying for.

### Web Design

Vision academy • 2023

- The completion of a Web Design course adds a valuable layer to my skill set, complementing my business education. It enhances my versatility by combining business acumen with practical web design expertise, positioning me as a candidate capable of contributing to roles that demand a blend of commerce and digital skills.

## COURSEWORK

### Time and Stress Management

EDRAAK • 2024 • I employed the skill of Time and Stress Management.

- This skill was applied by efficiently organizing tasks, prioritizing deadlines, and maintaining composure in high-pressure situations.

### **Customer Service: How to Deal with Consumers**

EDRAAK • 2024 • Collaboration.

- In my role as a customer service representative, I applied effective communication and problem-solving skills to address consumer inquiries and resolve issues efficiently.

### **Leadership Skills**

EDRAAK • 2024 • Communication

- Led team projects, delegated tasks effectively, and motivated team members to achieve shared goals, fostering a collaborative and efficient work environment.

### **Teamwork Skills**

EDRAAK • 2024 • Collaboration

- Engaged in collective problem-solving, communicated openly, and contributed to group synergy, ensuring smooth workflow and shared achievements.

### **Delegation, Coaching and Mentoring Skills**

EDRAAK • 2024 • Delegation

- Adapted well in a team, supporting and collaborating with colleagues effectively.

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## **INVOLVEMENT**

### **Graduation Project Team Leader**

ASA • Commerce Student Association • November 2022 – May 2023

- I held the position of team leader for the 'Student Data Management System' graduation project.

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## **SKILLS**

Computer skills: Good proficiency in Microsoft Office applications (Word, Excel, and PowerPoint).

Language skills: Good command of the English language, both written and spoken.

Personal skills:

Good understanding of accounting principles and be able to record accounting entries, analyze numbers, and prepare financial reports.

Excellent communication skills, both within the team and with clients.

Strong prioritization skills, meeting deadlines, and effectively managing multiple responsibilities.

Exceptional customer service skills, ensuring high client satisfaction.

Building and maintaining relationships with clients and team members.

Problem solving skills

Presentation Skills

Keen attention to detail in all aspects of work.