

karim Hassan

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📍 Matariyyah, Cairo, Egypt



Work Experience

International Customer Support Executive at Dopay Egypt

From: Aug 2021 **To:** Current job

Provide customers with all required information related to the company products and services with delighting them with superior customer service. Providing guidance in areas of professional matters as requested or needed. Prioritizing and achieving multiple tasks, establishing and meeting deadlines. Follow up on all customers related issues and provide timely feedback to Customers, Adhere to Customer Support Department policies and procedures. Provide customers with superior recommendations and actions, and be a driver for customer satisfaction and Loyalty. Perform standardized activities and tasks efficiently and effectively. Pro-actively reinforce dopay's customer care proposition during all contacts. Implement high-quality standards of support for customers by exceeding all KPI's threshold. handle escalated calls from either the success team or call center to an outcome of maximum customer satisfaction. Respond to solve dopay's customer inquiries regarding dopay's Services and provide end-to-end ownership to these inquiries till closure.

Collections Representative at Etisalat Global Services

From: Oct 2019 **To:** Oct 2020

Collections Representative at Etisalat Global Services. Call the customers in Etisalat UAE To Collect the bad Debt of Etisalat UAE Bills from them.

senior customer service representative at noon

From: Jun 2019 **To:** Oct 2019

answer calls and respond to emails handle customer inquiries both telephonically and by email research required information using available resources manage and resolve customer complaints provide customers with product and service information enter new customer information into system update existing customer information process orders forms and applications identify and escalate priority issues route calls to appropriate resource follow up customer calls where necessary document all call information according to standard operating procedures complete call logs produce call reports

Quality Assurance coordinator at Fetchr

From: Oct 2018 **To:** Jun 2019

Determines telemarketing quality standards by studying inbound and outbound calls and customer service presentations; conducting test calls to telemarketing service representatives on new products.

Verifies telemarketing results by measuring skills in use of scripts, product knowledge, sales and service ability, greeting, diction, listening, etiquette, objection handling, efficiency, and courteous close of call.

Provides feedback to telemarketers by monitoring calls; monitoring feedback for external vendor programs; conducting monthly help sessions.

Evaluates telemarketing approaches by rating effectiveness of telemarketing service representatives; providing quality ratings; identifying training needs; developing training programs; conducting training.

Directs quality initiatives by requiring adherence to quality assurance policies and procedures; developing new models; implementing changes.

Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.

Contributes to team effort by accomplishing related results as needed.

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Customer Care Representative at Fetchr

From: Feb 2018 **To:** Nov 2018

answer calls and respond to emails
handle customer inquiries both telepathically and by email
research required information using available resources
manage and resolve customer complaints
provide customers with product and service information
enter new customer information into system
update existing customer information
process orders forms and applications
identify and escalate priority issues
route calls to appropriate resource
follow up customer calls where necessary

document all call information according to standard operating procedures
complete call logs
produce call reports

Customer Service Representative at jumia Egypt

From: Oct 2017 **To:** Feb 2018

answer calls and respond to emails
handle customer inquiries both telephonically and by email
research required information using available resources
manage and resolve customer complaints
provide customers with product and service information
enter new customer information into system
update existing customer information
process orders forms and applications
identify and escalate priority issues
route calls to appropriate resource
follow up customer calls where necessary
document all call information according to standard operating procedures
complete call logs
produce call reports

Customer service representative at Fedex Egypt Express- Licensee of Federal Express Corporation

From: Sep 2016 **To:** Dec 2016

answer calls and respond to emails
handle customer inquiries both telephonically and by email
research required information using available resources
manage and resolve customer complaints
provide customers with product and service information
enter new customer information into system
update existing customer information
process orders forms and applications
identify and escalate priority issues
route calls to appropriate resource
follow up customer calls where necessary
document all call information according to standard operating procedures
complete call logs
produce call reports

customer service representative at Raya contact center

From: Oct 2014 **To:** Jan 2016

answer calls and respond to emails

handle customer inquiries both telephonically and by email
research required information using available resources
manage and resolve customer complaints
provide customers with product and service information
enter new customer information into system
update existing customer information
process orders forms and applications
identify and escalate priority issues
route calls to appropriate resource
follow up customer calls where necessary
document all call information according to standard operating procedures
complete call logs
produce call reports

Education

School:

El koppa High Scchool, Saray el-koppa - 2008
Good degree

University:

Law, Ain Shams University - 2014
Law, Pass

Post Graduate Study :

Armed forces language instiute - 2013
English Language

Skills and training

Language:

Arabic : Excellent
English : Excellent

Computer Skills:

Microsoft office : Excellent
Telecommunications Applications : Excellent
CRM Systems : Excellent

(Enterprise Resource Planning) ERP : Excellent

Sales force : Sales force

Zoho CRM : Excellent

Oracle Siebel: Excellent

C-Cat CRM : Excellent

trouble ticket system : Excellent

CMS date Base : Excellent

BMS date Base : Excellent

Training Courses:

Mar 2020 Boosting Your TeamS Productivity (Score: 100 out of 100)

#Certificate of completion #boosting your #teams productivity

Feb 2020 Certificate of Completion delegating tasks (Score: 100 out of 100)

Certificate of Completion delegating tasks

Feb 2020 Coaching Skills For Leaders And Managers (Score: 100 out of 100)

#Certificate Of Completion#Coaching Skills For #Leaders And #Managers

Feb 2020 Certificate of completion supply chain and operations management tips (Score: 100 out of 100)

Certificate of completion supply chain and operations management tips

Feb 2020 Supply Chain foundations (Score: 100 out of 100)

#Certificate of completion #Supply Chain foundations #Operations Management

Jan 2020 Certificate of completion of the goal-setting and self-management skills course (Score: 100 out of 100)

† † † † - Certificate of completion of the goal-setting and self-management skills course

Jan 2020 Certificate of completion customer service leadership (Score: 100 out of 100)

Certificate of completion customer service leadership

Jan 2020 Certificate Of Completion Sap ERP Beyond The Basics (Score: 100 out of 100)

Certificate Of Completion Sap ERP Beyond The Basics

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CV produced by WUZZUF on 18th of Sep 2020

Jan 2020 Certificate of completion of the communication skills course (Score: 100 out of 100)

Certificate of completion of the communication skills course

Jun 2015 hr diploma at NGC Egypt & Leopard Egypt

I am now studying Diploma in Human Resource Management in NGC academy

study it will be finished at the end of the month of Ramadan 2015

Apr 2014 Bachelor of Law Ain Shams University (Score: 468 out of 780)

Degree in Law from Ain Shams University

Oct 2013 Certificate of completion of English language study

Certificate of completion of English language study from Ministry of Defense

Languages Institute

Jun 2012 English language at armed forces language institute

Personal Skills:

- Advanced in Supply Chain, Collection Representative and ICDL.
- Intermediate in Quality Assurance.

Certification

Certificate of completion of English language study

Ministry of Defense Languages Institute
Issued 2013

Bachelor of Law Ain Shams University

Ain Shams University
Issued 2014

hr diploma

NGC Egypt & Leopard Egypt
Issued 2015

Certificate of completion of the communication skills course

Linkedin-learning platform
Issued 2020

Certificate Of Completion Sap ERP Beyond The Basics

Linkedin-learning platform
Issued 2020

Certificate of completion customer service leadership

Linkedin-learning platform
Issued 2020

Certificate of completion of the goal-setting and self-management skills course

Linkedin-learning platform
Issued 2020

Supply Chain foundations

Linkedin-learning platform
Issued 2020

Certificate of completion supply chain and operations management tips

Linkedin-learning platform
Issued 2020

Coaching Skills For Leaders And Managers

Linkedin-learning platform
Issued 2020

Certificate of Completion delegating tasks

Linkedin-learning platform
Issued 2020

Boosting Your TeamS Productivity

Linkedin-learning platform
Issued 2020

Personal Information

 **Birth date:** 18 Oct 1991

 **Gender:** Male

 **Military status:** Completed

 **Marital status:** Single

 **Car owner:** No

 **Nationality:** Egypt