



mostafa Attia

Call Center

☎ 058284940

✉ mostafaattia273@gmail.com

SUMMARY

An enthusiastic, natural rapport builder who has the passion for customer service and can create innovative solutions to keep customers committed to your brand and coming back for more. Besides, extensive helping through the customer service solutions, never closing an interaction until satisfaction is achieved.

EXPERIENCE

Call Center

Zain Telecom

01/2018 - 01/2019

Manage large amounts of inbound and outbound calls in a timely manner

- Follow communication “scripts” when handling different topics
- Identify customers’ needs, clarify information, research every issue and provide

solutions and/or alternatives

- Seize opportunities to upsell products when they arise
- Build sustainable relationships and engage customers by taking the extra mile
- Keep records of all conversations in our call center database in a comprehensible way
- Frequently attend educational seminars to improve knowledge and performance level
- Meet personal/team qualitative and quantitative targets
- Good communication and interpersonal skills capable of maintaining strong

relationships.

- Strong organizational and multi-tasking skills.
- Excellent analytical and problem solving abilities.
- Team-management and leadership skills

EDUCATION

electrical engineer

alnilin university - Diploma

2019

SKILLS

Ms Office

Ms Excel

LANGUAGES

Arabic

English