

MOSTAFA SALEH

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Summary

Motivated and customer-focused Customer Service Representative with experience supporting both English and Italian-speaking clients. Skilled in handling inquiries, resolving issues efficiently, and ensuring a positive customer experience.

EXPERIENCE

Appointment Setter

Foto Dinamico MI

Feb 2024 - July 2024

- Introduce a product or service offered by the company.
- Identify customer interest or needs through conversation.
- Schedule appointments between the customer and the company's sales representatives or consultants.

Technical Support Specialist

UX CENTERS

May 2020 - Dec 2020

- Provided technical assistance and troubleshooting for customers experiencing issues with cable boxes, TV signal, and internet connectivity.
- Assisted customers with installation, activation, and configuration of cable boxes and related equipment.
- Diagnosed signal issues, connection errors, and software malfunctions, ensuring quick and effective solutions.

Billing Specialist

Vodafone UK

Nov 2019 - April 2020

- Introduce a product or service offered by the company.
 - Identify customer interest or needs through conversation.
 - Schedule appointments between the customer and the company's sales representatives or consultants.
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Education

Route Academy, Egypt

Front End Development Diploma

2025

- Developed strong skills in HTML, CSS, JavaScript, React.js, Jquery, Tailwind, BootStrap, responsive design, and user interface development, with a focus on creating modern, user-friendly web applications.

Cairo Higher Institute, Egypt

Bachelor's degree in business administrations

2017 -2021

- Gained strong skills in leadership, strategic planning, problem-solving, financial analysis, and effective communication through a Business Management degree.
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Skills

Languages: English -Italian • Arabic

Skills: Problem Solving • Software as a Service (SaaS) • Analytical Skills • Time Management • Interpersonal Communication • Customer Service Management • Stress Management