

Eslam Abdulbasset

Professional Officer In Telesales Marketing, Customer Service, Call Center And Logistical Support Roles

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Logistical planner and team leader with supply management experience. Background in record keeping and inventory control proactive. Resourceful and results driven professional. Moreover, the dedicated customer service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results. In addition, sufficient experience in data entry and dealing with office system professionally.



Skills

◆ Customer complaint resolution	◆◆◆◆◆	Advanced
◆ Customer management procedures knowledge	◆◆◆◆◆	Advanced
◆ Call center operations	◆◆◆◆◆	Advanced
◆ Information documentation	◆◆◆◆◆	Upper intermediate
◆ Well-organized	◆◆◆◆◆	Upper intermediate
◆ Persuasive attitude	◆◆◆◆◆	Advanced
◆ Call management	◆◆◆◆◆	Advanced
◆ Excellent problem-solving abilities	◆◆◆◆◆	Upper intermediate
◆ Documentation and reporting	◆◆◆◆◆	Upper intermediate



Work History

♦ Jul 2023 -

Current

Telesales Executive

(Governmental Publications) Al Shuaa Al Zahabi Advertising, Dubai

- Opened new accounts and documented personal, demographic, and payment information in system.
- Developed extensive knowledge of products and services to better assist customers.
- Followed up with customers to confirm satisfaction with purchases and resolve last-minute issues.
- Asked relevant questions to assist customers with selecting needed or requested products and services.
- Delivered scripted sales talks to customers reached via manual and automatic dialing systems.
- Explained product prices and packages as well as answered questions and addressed concerns of customers.
- Provided information about available products and services, membership details, and purchase advantages.
- Utilized sales techniques to build customer interest and close sales.
- Generated leads and established relationships with potential customers through outbound telephone calls.
- Educated customers on product and service benefits, explaining features and answering questions.
- Pitched products and services to potential customers, securing new deals and sales opportunities.

♦ Apr 2023 -

Jul 2023

Transaction Agent, And Customer Care Executive

Khalid Bin Ibrahim Businessmen Service Office , Dubai

- Obtained client information by answering telephone calls.
- Evaluated interactions between associates and customers to assess personnel performance.
- Coordinated timely responses to online customer communication and researched complex issues.
- Resolved caller issues quickly and thoroughly.
- Informed clients of policies and procedures.
- Developed and implemented customer care policies, procedures and regulations necessary to satisfy customer base.

♦ Feb 2021 -

Apr 2023

Logistics Executive

Carinili For Sports Equipment, Alexandria

- Responsible for the planning, organizing, directing; managing and evaluation of the supply chain/logistics operations in the company
- Also work with internal and external teams that include agents and drivers in different branches of Egypt (Alexandria, Cairo, and Upper Egypt) to ensure accurate shipping and delivery schedule for new and existing products that specializes in sports treadmills.

♦ Aug 2019 -

Jan 2021

Customer Services Executive

Tayary For Transportation, Alexandria

- Used strong analytical and problem-solving skills to develop effective solutions for challenging situations.
- Demonstrated strong organizational and time management skills while managing multiple projects.
- Demonstrated leadership skills in managing projects from concept to completion.
- Skilled at working independently and collaboratively in a team environment.
- Managed time efficiently in order to complete all tasks within deadlines.
- Strengthened communication skills through regular interactions with others.
- Developed strong communication and organizational skills through working on group projects.
- Applied effective time management techniques to meet tight deadlines.

◆ **Dec 2018 - Call Center Supervisor**

Nov 2020

Herfy Food Services Company, Restaurant's Operation, Riyadh

- Monitored call quality and provided individual constructive feedback to enhance performance and address areas in need of improvement.
- Oversaw employee performance to foster accurate prioritization and achievement of sales and productivity goals.
- Achieved high satisfaction rating through proactive one-call resolutions of customer issues.
- Collaborated with training team to boost product support and certification training initiatives.
- Executed Monthly Performance Plans with representatives to identify production gaps.
- Increased efficiency and productivity through effective staff training regarding customer service protocols and call resolution techniques.

◆ **Mar 2014 - Assistant Restaurant Manager**

Nov 2018

Herfy Food Services Company, Riyadh

- Delivered in-depth training to workers in food preparation and customer-facing roles to promote strong team performance.
- Supervised all areas of restaurant to keep it clean and well-maintained.
- Immediately resolved issues with patrons by employing careful listening and communication skills.
- Identified team weak points and implemented corrective actions to resolve concerns.
- Pitched in to help host, waitstaff, and bussers during exceptionally busy times such as dinner hour.
- Worked closely with restaurant owner to develop and implement marketing initiatives.



Education

◆ **Jul 2013 - Bachelor of Arts: Native**

Jun 2017 *England Open University - Cairo Branch*

Bachelor of arts (English language and literature)

♦ Mar 2017 - Master of Arts: General Diploma in Education

Apr 2018 University of Kufr El-Sheikh - Kufr El-Sheikh , Egypt