



📍 United Arab Emirates

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SUMMARY

Expert Customer Service Manager bringing 8 years of expertise in Customer Service. Effectively manages assignments and team members. Dedicated to self-development to provide expectation-exceeding service.

SKILLS

- Fast-paced customer service
- Customer service skills
- Proactive customer service
- Exemplary customer service
- Customer service email management
- Communication skills.
- Data collection and problem analysis .
- Problem solving
- Decision-making
- Planning and organizing
- presentation skills stress tolerance

Diaa Ragheb

EXPERIENCE

January 2022 - Current

**Head of Customer Service Sector Porto
Elsokhna(Towers_Golf_South Beach),Amer Group**

- Successfully introduced innovative strategies to improve quality of customer service, productivity and profitability.
- Lead and manage a team of Forty six(46) customer service agents.
- collate and analyze data to identify strategies for improvement of service and productivity.
- Ensure the consistent achievement of customer service levels and standards.
- Resolved customer questions, issues and complaints efficiently to reach mutually beneficial solutions.
- Collection of maintenance deposit differences.
- Follow up the implementation of services and maintenance orders with the supporting departments
- Supervised total department call volume of 60 per day.
- Improved service quality and increased sales by developing strong knowledge of company's products and services.
- Generated and distributed daily reports and order acknowledgements to appropriate personnel.
- Oversaw training of new team members to promote productivity, accuracy and friendly service.
- Evaluated CRM reports regularly, actioning improvements to achieve impressive results.
- Increased employee productivity by establishing and monitoring customer care performance indicators, service level metrics and goal achievement.
- Improved productivity by providing CSR performance feedback for corrective action.

August 2020 - December 2021

Customer Service Manager Golf Porto Marina, Amer Group

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April 2018 - July 2020

Customer Service Assistant Golf Porto Marina, Amer Group

- Handled complaints calmly and professionally, providing appropriate solutions to promote continued customer satisfaction.
- Provided friendly, attentive service by promptly responding to customer enquiries and processing order requests.
- Built rapport with customers through courteous and professional communications.
- Mentored junior team members on methods to provide outstanding service to customers.
- Monitored email to promptly collect and respond to complaints.
- Collection of maintenance deposit differences.
- Follow up the implementation of services and maintenance orders with the supporting departments.

January 2015 - December 2017

Customer Service Team Leader Golf Porto Marina, Amer Group

- Resolved customer questions, issues and complaints efficiently to reach mutually beneficial solutions.
- Developed rapport with customer base by handling difficult issues with professionalism.
- Effectively communicated with team members to maintain clearly defined expectations.
- Trained staff on operating procedures and company services.
- Filled out daily logs and created weekly reports detailing activities.

EDUCATION

2017

Information Systems
ELShorouk Academy

- Bachelor's degree

CERTIFICATIONS

- MBA in Arab Academy For Science , Technology & Maritime Transport.
- Inventory Management certified.
- Business Email certified.
- Effective Presentations certified.
- Effective Leadership certified.
- Business Communication certified.
- Excellence in Customer Satisfaction certified.
- Business Communication Simulation certified.
- Hiring Staff certified.
- Social Entrepreneurship certified.
- Sales Forecasting certified