

Sohaib Attia Mohamed

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🏠 Dubai, UAE



OBJECTIVE

Receptionist and Call Center Agent with a very good background of Customer Service aiming a position to contribute positively towards organization objectives by adding value and performing consistently to meet the expectation of the organization and make the opportunity to achieve my self-professional growth.

EXPERIENCES

3/2019 To 5/2024

AL-FATH HOSPITAL (FULL TIME) Customer Service Agent

- Welcomes patients and visitors by greeting them in person or on the phone.
- answering or referring patients' inquiries.
- Optimizes patients' satisfaction.
- scheduling appointments in person or on the phone.
- Updates the patients' personal information.
- Receive payment by cash, check, credit cards or vouchers.
- Issue receipts, refunds, credits, or change due to customers.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is change.
- Answer customers' questions, and provide information on procedures or policies.
- Sort, count, and wrap currency and coins at the end of the shifts.
- Deposits the collection and makes sure it matches the daily report at the end of the shift.

2/2016 To 2/2019 Call Center Agent

IT-SHOP – Egypt

- Answer incoming calls and respond to customer's emails.
- Management and resolve customer complaints.
- Sell products and place customer orders in the system.
- Identify and escalate issues to supervisors.
- Provide product and service information to customers.
- Research, identify, and resolve customer complaints using the system.
- Recognize, document, and alert the management team of trends in customer calls.
- Follow up customer calls where necessary.
- Complete call logs and reports.

QUALIFICATION

2020 | Bachelor of Islamic and Arabic Studies, Islamic Sharia Department, Al-Azhar University

LANGUAGE SKILLS

- **Arabic** : Mother tongue
- **English**: Excellent.

COMPUTER SKILLS

- Microsoft Office.
- Microsoft Windows.

- Internet as research tool and for browsing.

PERSONAL SKILLS

- Work successfully as a member of a group
- Self-learning and continuous development
- The ability to solve the problems that I face
- Communication Skills, Self-confidence.
- Able to work under high pressure.
- Challenging characters to reach aims

PERSONAL INFORMATION

- Date of birth | 15 – 06 - 1993
- Nationality | Egyptian