

MOHAMED RAMADAN

Customer Service Agent

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SUMMARY

Accomplished Customer Service Representative of 7 years, consistently maintaining customer satisfaction and contributing to company success. Motivated professional capable of building productive relationships, resolving complex issues and winning customer loyalty.

TURISM AND HOTELS INSTITUTE

bachelor

Univerisity

2002 - 2006

EXPERIENCE

CUSTOMER SERVICE REPRESENTITVE

Concentrix 2018 - 2024

Company Description

- Concentrix is a global technology company specializing in customer engagement and business process outsourcing (BPO) services. Headquartered in Fremont, California, Concentrix operates in over 40 countries, providing a wide range of solutions to help businesses optimize their customer interactions and operations. With a focus on delivering exceptional customer experiences, Concentrix offers services such as customer care, technical support, sales, and digital marketing. Leveraging innovative technologies and analytics, Concentrix helps clients enhance customer satisfaction, increase efficiency, and drive revenue growth. The company serves diverse industries including telecommunications, healthcare, retail, financial services, and technology. Through its global network of delivery centers and digital solutions, Concentrix enables clients to streamline operations, scale effectively, and stay competitive in today's rapidly evolving business landscape. Committed to delivering results and exceeding client expectations, Concentrix emphasizes a customer-centric approach, supported by a talented workforce and robust infrastructure. By combining industry expertise, technology capabilities, and a passion for innovation, Concentrix helps businesses build lasting relationships with their customers and achieve sustainable success.

SKILLS

Group Title

Excellent Communication Skills

Empathy and Patience

Problem-Solving Abilities

Product and Service Knowledge

Adaptability and Flexibility

Positive Attitude and Professionalism

Teamwork and Collaboration

Time Management and Multitasking

Time Management and Multitasking

Continuous Learning and Improvement

Customer service Time management Communications Problem Resolution Adoption LiveAgent Telephone skills Data verification procedures Relationship-building Creative problem solving Team management Microsoft Office Data entry Basic computer knowledge Written and verbal communication skills Quality Control

Tool / Technology

LANGUAGES

Arabic Native

English Fluent

Russian Fulent