

CONTACT

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📍 Al mafrq abu Dhabi United Arab Emirates

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OBJECTIVE

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

EXPERIENCE

2017 - 2018

- **Cashier**
City centre carrefour Egypt
Cashier at city centre carrefour Responsible for money.

January 2018 -
March 2018

- **Call center agent**
Al Ahly National bank of Egypt
Responsible for taking any complaints of the customers and solve any problems and do technical support and sales.

March 2018 -
February 2019

- **Cashier/ Teller**
Misr Exchange Egypt
Responsible for customer service and exchange money .

February 2019 -
2020

- **Customer care agent**
Teleperformance Egypt
Customer care agent by calls and chat at talabat account Responsible for handling angry customers and any food complain .

2020 - 2021

- **Supervisor**
Teleperformance Egypt
Customer care supervisor at talabat account Responsible for my team and any escalations on the floor.

September 2021 -
December 2021

- **Agent**
Octopus outsourcing Egypt
Customer care agent by calls and chat at talabat account Responsible for handling angry customers and any food complain and any riders issues .

2021 - 2022

- **Agent**
Leos developments Egypt
Real Estate agent responsible for sales.

2022 - 2023

- **Receptionist**
Miramar Boutique Hotel Egypt
Responsible for booking customers rooms and check in and check out and and any phone reservation and any customers complaints inside the hotel.

2023 - 2024

- **Agent**
Sutherland company Egypt
Customer service and care and billing and sales and technical support by calls for account AT&T responsible for any customers complaints handling angry customers and sales with experience in CRM .

2024 - Present

- **Security guard**

Skill force company UAE
Responsible for security of any premises i service in and secure and
organise national events in abu Dhabi.

EDUCATION

2016 to 2020

- **Alexandria University**
Bachelor's degree in Egyptian history and archaeology

SKILLS

- Sales
- Team player
- Problem solving
- Decision making
- ICDL (word / Excel / PowerPoint)
- Computer skills
- Team leader
- Handle angry customers
- Patient
- Technical information and support
- Work under pressure
- Billing inquiry
- Customer support
- Call center operations
- Sales techniques
- Real Estate market knowledge
- Hospitality
- Telephone Etiquette
- Product knowledge
- Conflict resolution
- Experience in CRM for 1 year

ACHIEVEMENTS & AWARDS

- First place in computer and ICDL course
- Top Tchiever for 4 months in a row at customer service industry
- Best seller at the account for 2 months in a row
- First place in first aid course

INTERESTS

- Reading books
- Learning more languages
- Football
- Watching Football matches

LANGUAGES

- Read and write - Arabic Native Read and write - English Fluent

PERSONAL DETAILS

- Date of Birth : 10/03/1998
- Marital Status : Single
- Nationality : Egyptian
- Religion : Muslim
- Passport : A38562131
- Gender : Male