

CURRICULUM VITA



Ramez Amin

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OBJECTIVE: -A challenging growth-oriented position in a multi-national company, either on a Domestic or International level, whereby my experience and skills could be utilized, further enhanced and developed in the way that contributes to the company's mission and success.

WORK EXPERIENCE

1-Customer experience officer for Ecommerce in DP World. (Jan 2021 - Present).

- **Led** the customer experience strategy for DP World's E-Commerce platforms, DragonMart.ae and DUBUY.com.
- **Managed** a call center in Egypt, overseeing a team responsible for resolving customer queries related to the platforms.
- **Delivered** world-class customer service by **streamlining** complaint resolution processes.
- **Identified root causes** of customer complaints and implemented preventive actions to **minimize future occurrences**.
 - **Contributed** to company strategy by **developing initiatives** to maximize revenue and reduce costs.

2-Sales executive and customer experience for Emirates airline (Mar 2012 - Dec 2020).

- **Delivered exceptional customer service** by resolving passenger inquiries about tickets and services for Emirates Airlines call center.
- **Exemplified problem-solving skills** by resolving customer complaints efficiently at all stages of their travel journey.
- **Consistently achieved or exceeded monthly sales targets**, attracting new passengers through professional sales techniques.
- **Led and supported** a team of consultants, providing **supervisory oversight** by:
 - **Handling complex inquiries and escalated calls.**
 - **Analyzing team performance through KPI reports**, identifying areas for improvement.
 - **Delivering monthly and weekly briefings** to discuss performance and growth strategies.

3- Call center representative in Etisalat UAE (Aug 2010 - Feb 2012).

- **Provided exceptional customer service** by addressing inquiries about Etisalat UAE's products and services.
- **Championed customer satisfaction** by proactively resolving complaints regarding services and products.
- **Demonstrated leadership skills** by handling escalated customer calls and ensuring prompt resolutions.

4- Call center representative in the visa appointment system in Vodafone (Feb 2010 till Aug 2010).

- **Provided expert guidance** on Schengen visa types to customers, ensuring they select the appropriate visa for their travel needs.
- **Streamlined the visa application process** by assisting customers with booking appointments on the Schengen visa system.

5-Call center representative in Vodafone customer service (May 2008 - Feb 2010).

- **Delivered exceptional customer service** by providing clear and accurate information about Vodafone Egypt's products and services.
- **Championed customer satisfaction** by proactively resolving customer complaints regarding services and products.

6-Web administrator in international establishment for advertising and press (May 2007 - Apr 2008).

ACADEMIC QUALIFICATIONS

Bachelor of commerce from Cairo University – English Section – Actuarial Science Department.

Year of Graduation: May 2006.

Language and computer skills

- ❖ Fluency of both written and spoken Arabic and English.
- ❖ Proficient user of MS Office (Word, Excel, Power Point, Outlook).

KEY COMPETENCIES

- Teamwork Analytical thinking.
- Client service Leadership.
- Results orientation.
- Problem solving.

PROFESSIONAL SKILLS

- Good communication.
- Interpersonal skills.
- Hardworking.
- Honest and Trustworthy.
- A team worker & can handle work pressure with ease.

PERSONAL INFORMATION

Nationality: Egyptian

Date of Birth: 05-12-1982

Military Status: Exempted.

DECLARATION

I hereby declare that all the information's furnished above are true and correct to the best my knowledge and belief.

**Thanking you,
Ramez Amin**