

RESUME

ACQUISITION MANAGER | CUSTOMER SERVICE | TEAM LEADERSHIP

MOHAMMED ELGAMAL

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EXPERIENCE

TeleTarget Acquisition Manager

- Analyzed market and delivery systems to determine present and future material availability.
- Increased profitability and revenue by identifying customer needs and determining appropriate offerings.
- Utilized CRM software to track leads and manage client accounts.
- Ensured timely disbursement of funds from escrow account.

Partners Outsourcing Solutions Call Center Agent

- Responded to customer inquiries with professionalism and efficiency.
- Troubleshoot and resolved service issues to ensure client satisfaction.
- Recorded customer interactions in CRM tools with high accuracy.
- Consistently met performance targets in a high volume environment.

Partners Outsourcing Solutions Team Leader

- Handled conflict resolution and supported a positive team culture.
- Delegated tasks and coached agents to improve productivity and quality.
- Set clear goals and tracked progress for projects and daily KPIs.
- Coordinated operations in line with company policies and procedures.

POS CX Call Center Agent

- Resolved customer inquiries related to POS devices and software.
- Diagnosed issues and coordinated escalation while keeping customers informed.
- Met or exceeded daily quality and productivity targets.

Gold Bar Staffing Real Estate Calling Assistant

- Contacted potential clients for real estate teams and handled follow ups.
- Logged call notes and maintained records in CRM systems.

EDUCATION

Bachelor of Accounting and Finance

Faculty of Commerce English Department Alexandria University

SKILLS

- Market analysis
- Customer needs assessment
- CRM software
- Escrow management
- Financial analysis
- Regulatory compliance
- Negotiation skills
- Team leadership

STATEMENT

Dynamic acquisition and customer service professional with a strong track record in market analysis, customer needs assessment, and CRM-driven operations. Passionate team player who motivates others, supports client relationships, and delivers reliable results with clear communication and follow through.

LANGUAGES

Arabic First Language
English Advanced C1

Social
LinkedIn linkedin.com/in/mohammed-elgamal

