

Personal CV

- Name: Ahmed M. Idris Mursi
- Age: 21

- Email: Ahmedmursi7@gmail.com
- Phone No.: +201005290422

PERSONAL STATEMENT

An organised, results-oriented Customer Service Professional with an excellent track record of significantly increasing service quality, sales and customer base. Outstanding communication, relationship-building and influencing skills; competent in building customer relationships which inspire confidence and loyalty. A highly efficient individual with extensive team leadership experience, able to adapt well to new environments and learn new processes quickly to achieve outstanding results. Strong ability to multi-task and prioritise, and able to organise, train and monitor teams. Seeking a new, challenging role in a charity which will utilise existing skills. I'm presently working in a company that provides interpretation services for over than 200 languages I help to:

- Conduct medical and general interpreting for medical providers, patients and/or their family members.
- Assist LEP in-patients and out-patients and/or their family members or caregivers throughout the medical center.
- Communicate as clearly as possible for both the LEP patient and/or family member and the medical provider.
- Relay information in an accurate and concise manner and does not omit, change or add information.
- Other duties as assigned.
- Convey thoughts and feelings as accurately as possible and does not impose his/her ideas.
- Review CERNER on a daily basis for any unscheduled appointments.
- Provide renditions for general inquiries like general and private institutions in US, Canada and UK.

EMPLOYMENT HISTORY

01/2020 - Present

Company: Teleperformance
English - Arabic Interpreter

- Renders correct concepts and meanings between Classic Arabic and English following complexity, clarity, tone, and style from one language into another, upholding the correct rules for grammar and syntax in both languages.
- Provides strict renditions of the messages including every detail of the conversation, and is prepared for challenging calls at any time.
- Employs good customer service and communication skills, clear enunciation, pronunciation, pleasant and professional voice, as well as polite forms of expressions.
- Follows instructions of clients, manages the flow of the call and avoid taking over the call, as well as avoids interaction with the limited English speaker person without the client's permission.
- Remains calm during calls in the event that one of the primary speakers is incoherent or upset, especially in emergency situations.
- Remains punctual and available during scheduled work hours.

- Ensures access to the Internet for work related electronic communication.

10/2019 – 12/2019

Company: TraviGuide

Telesales Agent

- Making outbound calls to reach companies attending conventions
- Offers an excellent customer experience, helping customers choose the hotel with a good rate
- Conducts and resolve customers issues
- Provides the right information to the customer then transfer the call
- Deal with customer objection each and everytime customers have the right to know

12/2018 – 05/2019

Company: Vodafone UK

Customer Service

- Handeling inbound calls to help out Vodafone customers.
- Dealing with customers' requires and requests plus also handeling angry customer in a professional way
- Being friendly and building up conversations with customers
- Delivering best customers experience and keep the follow up with them in case they needed any further help with anything.
- Helping out the customers through any needs even if it was out of the scope to provide customers with the best experience
- Targeting the weekly recognitions and KPI's
- Being confident with a decent and professional speaking techniques to ensure customer could keep up with you
- Developed a number of incentives for team members to achieve targets

09/2018 - 11/2018

Company: Progress Expo Services

Telesales agent

- Making outbound calls to reach companies attending conventions
- Offers an excellent customer experience, helping customers choose the hotel with a good rate
- Conducts and resolve customers issues
- Provides the right information to the customer then transfer the call
- Deal with customer objection each and everytime customers have the right to know

EDUCATION

09/2015 – 06/2016

High School: American Diploma **School:**

Sunlight International School **City:** Riyadh

Country: Saudi Arabia

09/2016 – Present

Major: Electrical Engineering

University: 10th of Ramadan Technological Institute

City: Cairo, 10th of Ramadan

Country: Egypt

INTERESTS

Writing, music, running and drawing.