

# Ahmed Mokhtar Ali Mohamed SaadEldin

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## Objective

Dedicated and results-driven Account Advisor with experience in the customer service industry. I am passionate about delivering exceptional client experiences and fostering strong, long-lasting relationships. At Concentrix , I leverage my expertise to understand client needs, provide tailored solutions, and drive business growth. Key Strengths: Proven track record in managing high-profile accounts and ensuring client satisfaction. Skilled in communication, negotiation, and conflict resolution. Adept at identifying opportunities for upselling and cross-selling. Committed to continuous improvement and staying updated with industry trends. Professional Goals: To enhance customer engagement and loyalty through innovative strategies. To contribute to Concentrix's success by driving customer-centric initiatives. To build and nurture relationships that support mutual growth and success.

## Education

### Cairo University

Bachelor's degree in Business Administration / Management  
C

2019

## Experience

### Concentrix CVG Egypt Limited Liability Company

Advisor I, Blended Support

10/2025 - To present

I am dedicated to enhancing operational efficiency and delivering exceptional client experiences. With a strong focus on optimizing processes and fostering client relationships, I leverage my expertise to drive success and innovation within our organization. Passionate about delivering results and committed to excellence, I am excited to contribute to Concentrix 's mission of providing top-tier customer experiences and operational solutions.

### Raya CX

Operations Account Advisor

01/2025 - 09/2025

I am dedicated to enhancing operational efficiency and delivering exceptional client experiences. With a strong focus on optimizing processes and fostering client relationships, I leverage my expertise to drive success and innovation within our organization. Passionate about delivering results and committed to excellence, I am excited to contribute to Raya CX's mission of providing top-tier customer experiences and operational solutions.

Responsible for maintaining accurate financial records, reconciling high-volume transactional data, and ensuring compliance with banking regulations. Duties include preparing daily ledger reports, monitoring general ledger accounts, managing intercompany settlements, and assisting with month-end closings. Ensures all accounting activities align with internal controls and regulatory standards

**El Hekma Hospital**  
Accountant

09/2020 - 10/2021

- Banking and collection accountant
- Banking transactions
- Health care companies collection department accountant

**Xceed**  
Customer Service Representative

02/2019 - 08/2019

- Helping customers find the right products they are willing to buy
- Answering inquiries
- Solving problems

**Wasla Outsourcing**  
Telesales Representative

06/2017 - 11/2017

- Outsource agent to Vodafone Egypt
- Representing various services and products to customers via outbound calls

**Media International**  
Information Technology Help Desk Intern

09/2016 - 03/2017

- Helping a group of employees in daily IT problem solving

**QNB Egypt**  
Summer Internship Trainee

08/2016 - 09/2016

- Assist with daily operations, research, or project tasks as assigned.
- Support the team
- Participate in team meetings, training sessions, and networking events.
- Complete a capstone project or presentation at the end of the internship.

· Advanced product knowledge – handling edge cases and undocumented features. · Systems fluency – navigating CRM, billing, and troubleshooting tools faster than standard agents. · Process expertise – knowing policies, compliance rules, and when to grant exceptions.

· Sidebar coaching – silently guiding agents during live calls without taking over. · Call whispering/barging – using phone system features to assist without disrupting customer experience. · Post-call feedback – delivering concise, actionable tips to improve handling.

· Complex problem-solving – diagnosing multi-system issues. · Customer de-escalation – calming angry customers transferred to them and resolving root causes. · Decision authority – knowing when to approve credits, refunds, or send a ticket to engineering.

· Documentation – writing clear, searchable knowledge base articles for agents. · Change communication – translating product/process updates into frontline-friendly language. · Feedback loop – reporting recurring issues or outdated scripts to operations managers.

· Patience for repetitive basic questions from new agents. · Humility to admit “I don’t know, but I’ll find out.” · Time management – balancing escalated calls with coaching duties.