

# Mahmoud Ghareeb

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01061201717  
Egypt

## Education

## Social Work

Benha University • Egyp  
05/2017

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## Skills

Sales, Customer service, Microsoft office, Computer skills, Marketing

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## Experience

### Retail Sales

Vodafone EG • Egypt  
03/2020 - 12/2024

Sales and Customer Service Representative – Vodafone Stores

Key Responsibilities:

Provided exceptional customer service by addressing inquiries, resolving complaints, and offering tailored solutions.

Promoted and sold Vodafone products and services to both new and existing customers.

Achieved and exceeded monthly sales targets through effective product presentation and upselling techniques.

Assisted customers with billing, account management, and technical issues related to mobile and internet services.

Handled in-store operations, including stock management and accurate data entry on internal systems.

Maintained up-to-date knowledge of all Vodafone services, promotions, and devices.

Ensured a positive customer experience to foster loyalty and long-term relationships.

### Customer Service Representative

Orange EG • Egypt  
02/2018 - 01/2019

Customer Service Representative – Orange Call Center

Key Responsibilities:

Handled a high volume of inbound calls, assisting customers with inquiries, complaints, and service requests.

Resolved customer issues efficiently and professionally, ensuring customer satisfaction.

Provided accurate information regarding products, services, billing, and technical support.

Escalated complex problems to relevant departments when necessary, following up to ensure resolution.

Recorded customer interactions and maintained detailed and accurate logs using CRM systems.

Met performance targets including call handling time, customer satisfaction, and first-call resolution.

Maintained up-to-date knowledge of company policies, offers, and systems to deliver consistent support.