

Mai Ahmed Abdelhamied

Professional Summary

Dynamic and results-driven Customer Service Leader with over 13 years of progressive experience across real estate, development, and customer care industries. Proven expertise in team leadership, customer relationship management, service improvement, and operations. Strong background in HR practices, problem solving, and cross-functional collaboration. Certified in HR Diploma with a proven ability to deliver results.

Core Competencies

Leadership & Team Management | Customer Service Excellence | Strategic Planning & Operations | HR Practices & People Development | Problem Solving & Conflict Resolution | CRM Tools & Data Analysis | Communication & Collaboration

Professional Experience

Team Leader & Assistant Customer Service Manager – Urbnlanes Development | Oct 2023 – Present

- Directed and led a team to achieve outstanding customer service results.
- Designed and implemented service improvement strategies to optimize operations.
- Regularly assessed team performance and provided actionable insights for improvement.
- Fostered cross-departmental collaboration to resolve issues efficiently.
- Prepared comprehensive reports to analyze customer feedback and trends.

Customer Care Supervisor – AlMansour Development | Aug 2023 – Oct 2023

- Supervised daily operations to ensure a seamless customer experience.
- Resolved escalated issues while maintaining high levels of customer satisfaction.
- Developed and enforced service guidelines to improve team productivity.
- Provided training and mentoring to team members, enhancing their professional skills.
- Collaborated with management to implement service policies and protocols.

Customer Service Specialist – Sakan Development | Feb 2023 – Aug 2023

- Acted as the primary point of contact for customer inquiries and concerns.
- Maintained accurate documentation of customer interactions and solutions provided.
- Coordinated with internal departments to address technical and service-related issues.
- Identified recurring issues and proposed solutions to improve customer satisfaction.
- Assisted in the development of training materials for new team members.

Senior Customer Services and Operations – Memaar Alashraf Development | Sep 2021 – Feb 2023

- Managed the entire delivery process for residential units, ensuring customer satisfaction.
- Prepared and negotiated contracts, addressing client-specific requirements.
- Oversaw post-sales support, resolving client issues promptly and effectively.
- Planned and executed marketing initiatives to increase client engagement.
- Acted as a liaison between clients and engineering teams to deliver customized solutions.

Customer Relations Specialist – Nile & Al-Ahram Real Estate Development Group | Aug 2019 – Sep 2021

- Maintained strong relationships with clients to ensure long-term satisfaction.
- Supervised unit delivery processes and resolved post-sale issues.
- Designed and executed marketing strategies to attract new customers.
- Participated in real estate exhibitions to showcase company properties.
- Collaborated with engineering teams to address customization requests.

Real Estate Developer – Benayat Real Estate Investment Co. | Jan 2018 – Aug 2019

- Scheduled property visits and conducted client meetings.
- Managed the company's online presence to enhance visibility.
- Provided tailored solutions to meet client needs and expectations.
- Acted as a liaison between clients and internal teams to ensure a smooth experience.

Real Estate Developer – Amaer Real Estate Investment Co. | Jan 2012 – Jan 2017

- Ensured adherence to quality standards in all sales processes.
- Organized and participated in trade shows and exhibitions to promote company properties.

- Delivered outstanding customer service during and after the sales process.
- Resolved client concerns promptly and effectively, ensuring satisfaction.

Accountant – Hasabo International Hospital | 2011

- Prepared financial reports and maintained accurate accounting records.
- Assisted in budgeting and financial planning for the hospital.
- Managed accounts payable and receivable with attention to detail.
- Ensured compliance with all financial regulations and standards.

Call Center & Customer Service Representative – Ganen Center | 2010 – 2011

- Handled inbound and outbound calls to assist customers with inquiries.
- Resolved customer complaints efficiently, ensuring satisfaction.
- Maintained detailed records of all customer interactions and feedback.
- Provided support for technical issues and escalated complex cases when needed.

Customer Service Representative – Kemedar Tours Company | 2010 – 2011

- Assisted clients with booking travel packages and itineraries.
- Resolved client concerns regarding bookings and travel arrangements.
- Maintained positive relationships with customers to ensure repeat business.
- Collaborated with vendors to provide seamless travel experiences.

Education

Bachelor's Degree in Information Systems – Advanced Academy (2008)

Certifications

Full HR Diploma – EGYCHAM