

NAGY EMAD

Customer Service Representative | Telecom & Subscription Services

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Location: New Cairo – Fifth Settlement, Cairo, Egypt

PROFESSIONAL SUMMARY

Customer Service Representative with over 3 years of experience in high-volume contact centers across telecom and subscription-based services. Strong background in technical troubleshooting, customer retention, and service renewals for international customers. Known for patience, clear communication, and the ability to calm upset customers while focusing on solutions. Seeking a customer-facing role where I can contribute to customer satisfaction, retention, and team performance.

KEY SKILLS

- Customer Service & Communication
 - Inbound & outbound call handling
 - Active listening and empathy
 - Conflict resolution & de-escalation
- Technical & Process
 - Troubleshooting mobile, TV & internet services
 - Service renewals, upgrades & basic sales
 - Working with scripts, KPIs and quality standards
 - Fast learner and easily adaptable
 - Calm and friendly under pressure
- Strong team player with problem-solving mindset

PROFESSIONAL EXPERIENCE

Customer Service Representative – SiriusXM (Concentrix) – Cairo

Mar 2024 – Oct 2024

- Handled inbound calls from subscribers regarding satellite radio subscriptions across the US, Puerto Rico, District of Columbia and Canada.
- Worked in the retention queue, identifying the root cause behind cancellation requests and offering suitable solutions and packages to keep customers.
- Promoted to a renewals and sales queue, focusing on renewing services, setting up long-term contracts and adding new subscribers.
- Consistently met performance indicators such as call quality, customer satisfaction and adherence targets.

Customer Service Representative – AT&T (Sutherland) – Cairo

May 2022 – Dec 2023

- Supported AT&T customers with end-to-end phone setup including cellular lines, voicemail, Wi-Fi Calling, SMS and messaging features.
- Diagnosed and resolved technical issues such as signal loss, call drops and network interruptions related to cell tower maintenance.
- Guided customers through insurance plans, bundles and plan changes, making sure they chose options that matched their usage and budget.
- Documented each interaction clearly in the system to support follow-up, reporting and continuous improvement.

Customer Service Representative – AT&T (Teleperformance) – Cairo

Jun 2021 – Apr 2022

- Handled inbound calls related to mobile internet and connectivity issues for AT&T and other carriers.
- Assisted with TV and streaming issues, including lag, glitches and poor signal reception, by walking customers through step-by-step solutions.
- Recommended and sold new devices and suitable plans when repeated issues were linked to old or incompatible devices, supporting both customer satisfaction and sales goals.
- Maintained a professional and calm tone with frustrated customers, turning negative experiences into positive ones where possible.

ADDITIONAL EXPERIENCE

Data Entry – Edge Solutions – Cairo

Jan 2017 – Apr 2017

- Entered and updated customer and product data with high attention to detail and accuracy.
- Helped organize records and prepare basic summaries and reports for the team.

EDUCATION

Youssef Al-Sebaa'i School – Cairo

Jan 2009 – Jun 2021

General Secondary Education (Thanaweya Amma).

STRENGTHS

- Hard-working and committed to delivering good customer experiences
- Quick learner who adapts easily to new systems and processes
- Calm, friendly and professional, even with difficult calls
- Focused on teamwork, reliability and meeting targets

PERSONAL DEVELOPMENT & INTERESTS

Interested in self-development and mindset improvement; regularly read books and listen to content on psychology, habits and communication. Some of the books I have read include:

- The 48 Laws of Power – Robert Greene
- The Subtle Art of Not Giving a F*ck – Mark Manson
- Soundtracks – Jon Acuff