

My Data

Name: Mahmoud Mostafa AbdulAziz

Job Title: Full-Stack .Net Web Developer

Email: mahmoudgann396@gmail.com

GitHub link: <https://github.com/S-han8>

LinkedIn Link: <https://www.linkedin.com/in/mahmoud-mostafa-624621238/>

Project Link in drive:

https://drive.google.com/drive/u/0/folders/1nCfwzYlZGwTu2Ks_uV4LQpu35o15EGfe

Project Link in GitHub: <https://github.com/S-han8/call-center-specialist-portfolio>

Project Price : 600 EGP

Customer Data

Name: Ahmed Mostafa

Phone Number: 01007205188

LinkedIn Link: <https://www.linkedin.com/in/ahmed-jenkiz-5941a1204/>

Professional Portfolio

Ahmed Mostafa

Call Center Specialist

Bridging the gap between brands and customers with exceptional communication and empathetic support.

Let's Connect



About Me

Highly experienced Call Center Specialist with a proven track record of handling high-volume interactions across telecommunications and service sectors. Expert in conflict resolution, billing support, and maintaining top-tier customer satisfaction ratings through active listening and professional diplomacy.

Core Expertise



Customer Support

Expertly managing inbound/outbound calls with a focus on first-call resolution.



Verbal Clarity

Articulate communication in both English and Arabic to ensure customer understanding.



Conflict Resolution

De-escalating tense situations with professional empathy and problem-solving skills.



AHT Management

Optimizing Average Handling Time without compromising service quality.



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AHT Management

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CRM Mastery

Proficient in logging data and navigating complex CRM systems like Salesforce.



Quality Assurance

Consistently meeting and exceeding KPIs and service level agreements (SLAs).



Professional Journey

Intouch Present

Call Center Representative
Providing premium representative services, managing complex account inquiries and service delivery.

Etisalat (Smiles Program) Previous

Call Center Agent
Managed loyalty program inquiries, resolved technical billing issues, and improved customer retention.

Get In Touch

Facebook

WhatsApp

LinkedIn

Full Name

Email Address

Your Message

Send Message

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Get In Touch



Facebook



WhatsApp



LinkedIn

Mahmoud mostafa's Services
Admin view

- Service page
- Requests
- Client projects
- Reviews status

Ahmed Jenkiz · 3rd
Student at Faculty of fish resources in Suez

Message

Project details

What type of website?
Personal site

What is the goal of your website?
Build your online presence

What do you need done?
New website

How are you going to manage the website after it's built?
I am going to manage it myself

How many pages do you need?
Less than 5

What is the scope of this project?
One time project

When do you need this completed by?
This week

List any software you're currently using
Other

Check any of the following areas that you'll also need help with
Hosting the website

Messaging

Mahmoud mostafa's Services
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Questions? Learn more

Your proposal

Mahmoud mostafa
IT Graduate | Full-Stack Developer (.Net) | HTML, CSS, JavaScript | Passionate About Web Development
El Zaqaziq, Sharkia

Hello Mr. Ahmed,

Thank you for your help in finding this project.

After reviewing your profile, it appears you have experience in the call center field.

To begin, please provide the following:

1. Your CV
2. A suitable personal photo
3. Any additional information you would like to include, such as certifications, experience, contact information, or services you offer
4. Your Facebook link and WhatsApp number

Since your field is call center work, I will create a portfolio that reflects your professional identity and presents your work in a clear and organized manner.

Messaging icon and buttons



Mahmoud mostafa's Services

Admin view

Service page

Requests

Client projects

Reviews status

Questions? Learn more

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4. Your Facebook link and WhatsApp number

Since your field is call center work, I will create a portfolio that reflects your professional identity and presents your work in a clear and organized manner.

Project Features:

- 1- Modern and professional design
- 2- Fully compatible with all devices (phone, tablet, PC)
- 3- Clear display of contact information
- 4- Dedicated section for experience, certifications, and services
- 5- Design tailored to your field

What You Will Receive:

- 1- Complete project files (HTML, CSS, JavaScript)
- 2- Link to preview the work before the final three-stage review
- 3- Up to 3 free revisions before the final project is released

The project will be ready by Saturday evening at the latest.

Messaging [Profile Icon] [More] [Share] [Up Arrow]



Mahmoud mostafa's Services

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The project will be ready by Saturday evening at the latest.

Service Price: \$12 or 600 Egyptian Pounds

Payment is due after project completion and review.

Sincerely,

Messaging [Profile] ... [Share] [Up Arrow]

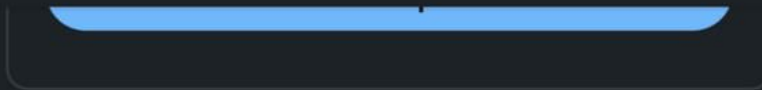


Ahmed Jenkiz



You haven't connected with Ahmed Jenkiz

Pending



THURSDAY



Mahmoud mostafa · 11:23 PM

Mr. Ahmed, please send your CV and a personal photo, along with your Facebook link and WhatsApp number.



Ahmed Jenkiz · 11:37 PM

PDF Modern Minimalist CV Resume.pdf
89 kB



01007205188

<https://www.facebook.com/share/183CTSUc5d/>



Mahmoud mostafa · 11:39 PM

One last thing, maybe a Facebook link?



Ahmed Jenkiz · 11:39 PM

I already sent it



Write a message...





Ahmed Jenkiz



You haven't connected with **Ahmed Jenkiz**

Pending



Ahmed Jenkiz · 11:39 PM

I already sent it

<https://www.facebook.com/ahmed.jenkiz.10>



Mahmoud mostafa · 11:40 PM

okay
i'm sorry



1



FRIDAY



Mahmoud mostafa · 9:35 PM

استاذ احمد دا لينك المعاينة ل صفحة البورتفوليو الخاص
بحضرتك



<https://call-center-specialist-portfolio.vercel.app/>



ارجو المراجعة ولو محتاج تعديل بلغني



Ahmed Jenkiz · 9:41 PM

I will do and tell you



Mahmoud mostafa · 9:59 PM

Okay



TODAY



Ahmed Jenkiz · 12:01 AM

It's perfect Mr.Mahmoud



Mahmoud mostafa · 12:13 AM



Write a message...





Ahmed Jenkiz



You haven't connected with **Ahmed Jenkiz**

Pending



Ahmed Jenkiz · 2:26 PM

Can you please send me a number to send you the deposit



Mahmoud mostafa · 2:38 PM

01558120594



Mahmoud mostafa · 2:56 PM

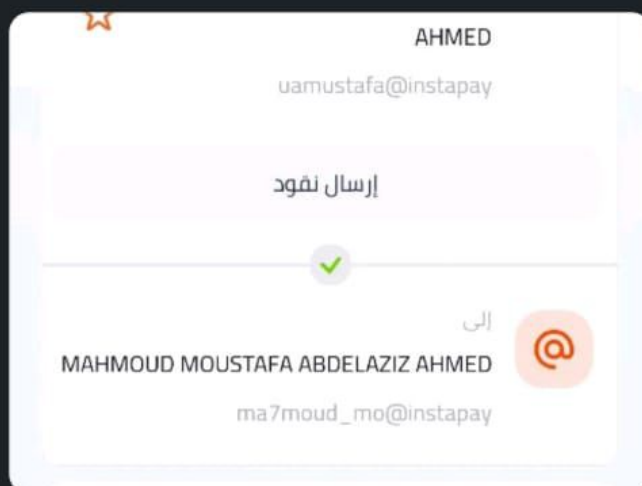
Insta pay



Ahmed Jenkiz · 3:04 PM



Mahmoud mostafa · 3:04 PM



Thank you, the money has been transferred.



Write a message...





Ahmed Jenkiz



You haven't connected with **Ahmed Jenkiz**

Pending



Ahmed Jenkiz · 12:01 AM
It's perfect Mr.Mahmoud



Mahmoud mostafa · 12:13 AM
Do you suggest any modifications we should add?



Ahmed Jenkiz · 12:23 AM
All is well 😊



Mahmoud mostafa · 2:16 AM
Okay
Please send me the agreed-upon amount and send me a screenshot of the transfer here.



Mahmoud mostafa · 2:19 AM
https://drive.google.com/drive/u/0/folders/1nCfwzYIZGwTu2Ks_uV4LQpu35oI5EGfe
source Code



If you need any help, let me know and I'll sort it out for you.



Ahmed Jenkiz · 2:26 PM
Can you please send me a number to send you the deposit



Mahmoud mostafa · 2:38 PM
01558120594



Mahmoud mostafa · 2:56 PM
Insta pay



Ahmed Jenkiz · 3:04 PM

600 EGD



Write a message...



تمت العملية بنجاح



600 EGP

المبلغ الإجمالي المحول



متابعة المعاملة



من

uamustafa@instapay



AHMED MOUSTAFA ABDELAZIZ AHMED



إلى انستايفاي

MAHMOUD M***** A***** A****



01558120594

الرئيسية



600 EGP

المبلغ المحول



من

AHMED MOUSTAFA ABDELAZIZ

AHMED

uamustafa@instapay



إرسال نقود



إلى

MAHMOUD MOUSTAFA ABDELAZIZ AHMED

ma7moud_mo@instapay



0 EGP

الرسوم

600 EGP

المبلغ الإجمالي

941563389589

المرجع

18 Apr 2026 03:02 PM

التاريخ:

نفقات المعيشة

ملاحظة