Ahmed

Costumer service/sales (6 years)

Phone: +971 505891826 Email: [ahmed.343991@2freemail.com](mailto:ahmed.343991@2freemail.com)

Address: International City, Dubai, UAE

Birth date: 8/9/1990

UAE Driving License

# Personal Profile/Career Objective

I am a hardworking, honest individual, a good timekeeper, always willing to learn new skills, friendly, helpful, polite, have a good sense of humor. I am able to work within a team setting and able to listen effectively when solving problems.

Seeking a position with reputed company utilizing several skills in customer service, hospitality and demonstrated ability to remain calm in emergency situations.

# Experience

|  |  |  |  |
| --- | --- | --- | --- |
| 2015– Present |  | | **Etisalat UAE**  **customer service\sales** Dubai, UAE Attracts potential customers by answering product and service questions; suggesting information about other products and services. Opens customer accounts by recording account information. Maintains customer records by updating account information. Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution. |
|  |  |
| 2012 - 2015 |  | | **Abu Dhabi Distribution Co. customer service** Abu Dhabi, UAE Customer service, listening to costumers, solving their problems, writing reports and emails to high management of the daily work evaluation. |
|  |  |
| 2009 - 2011 |  | | **Egypt Air** Cairo International Airport Ground Handling, Tickets booking & Public relations. |
|  |  |
|  |  | |  |
|  |  | |  |

# Education

**Bachelor of hospitality management**

Faculty of Tourism and Hotels El-Minya University, Egypt

Grade degree: good

Grade of project: Excellent

Graduation: 2011

# Courses

**Customer Services**

Egypt Air, Cairo, Egypt

2010

**Amadeus Reservation**

Amadeus, Cairo, Egypt

2011

**General of Public Relations**

Egypt Air, Cairo, Egypt

2015

**Sales**

Etisalat, UAE.

2015

# Languages

**Arabic**

**English**

**Italy**

# Skills

**Microsoft office**

**Soft Skills**

**Presentation Skills**

**Leader Ship**