Ahmed

Ahmed.367393@2freemail.com

**Personal information:**

Date of birth: 20Nov1987

Nationality: Egyptian

Visa statues: employment visa valid till AUG 2017

Driving license: UAE driving license

**Professional Summary:**

An ambitious, highly motivated, responsible and energetic with more than three years of experience in customer service and more than eight years sales experience .results orientated professional with a proven ability to get results in short period of time, possessing computer skills, knowledge of running small and medium businesses. Very good in adjusting to any international and diverse environment, fast and willing learner, very smooth in communicating and solving Problems.

**Objective:**

To build up my own carrier as one of the management line team with an international company, and ready to live in any country.

**Language:**

Arabic: native .

English: fluent

German: basic .

**Education:**

Bachelor degree, Tourist & Hotels (Tourism Guide Section)

**Training Courses:**

Professional Ethics

Positive Attitude Standards strategic thinking

Business Etiquettes

Courtesy and Professionalism in Speaking

How to Handle Complaints

**Key skills:**

Time management

Multi culture skills

team management.

interpersonal skills

working under pressure.

problem solving.

communication skills.

**Computer skills:**

Office Microsoft, internet serving

**Experience:**

**ADIB customer service& sales from August15 till date.**

Responsibilities:

-Attend customer calls ,provide needed information about our products and services .

-answering customer question and inquiry about their accounts and finance .

-process customer requests and escalate it to each department .

-Handling customer complaints , and make sure to resolve it .

-Follow up each case individually , and call back the customer .

-Increasing sales by promoting the products , offers to achieve the target and over limit it .

-Maintain customer relation , and make sure the high level of the customer are satisfied .

**AlShaya CO H&M Fashions and Foot Wear as a sales Supervisor from Oct 14 to July15**

Responsibilities:

-To train the team on company process, procedures and position responsibilities.

-Implement and ensure Representatives performance through field support agents to complete tasks.

-Assign and manage team tasks to use efficiencies and quality execution.

-Lead staff specialists team to enhance sales, service levels and membership conversions.

-Build team work and develop overall store team.

-Develop top performers and evaluate performance, coach and offer feedback.

-Operate as front line manager on implementing store functions through staff members.

**AZADEA GROUP, PULL & BEAR as a senior sales from 1st Jan12 till 30thAug14**

**Responsibilities:**

-Greet customers and ascertain what each customer wants or needs, without being overbearing.

-Operating the till and accurately counting and reconciling the till float.

-Processing all kinds of payment individually.

-Ensuring that the brand is represented to required standards.

-Deliver excellent customer service in order to maximize potential sales and creation of an enjoyable shopping experience.

-Seek to optimize store retail standards in both front of house & rear of house in order to maximize turnover

-Process deliveries & stock transfers in an efficient manner in line with Company Procedures.

-Apply all Company Procedures, including the correct use of security measures,

-Vigilance to all areas of risk, & correct completion of all required documentation in order to eliminate stock loss.

-Keep up to date with all available brand specific product knowledge.

**Vodafone, Egypt as a customer service agent from Mar10 to Dec11.**

**Responsibilities:**

-Deal directly with customer either by telephone, electronically or face to face.

-Respond promptly to customers inquires.

-Handle and resolve customer's complaints.

-Perform customer verifications & Follow up on customer interactions.

-Process orders, forms, applications and requests.

-Manage and escalate the unsolved issues to the designated recourses.

-Keep records of customer interactions and transactions.