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**Ahmed**

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**Career Summary**

I am highly proficient in Receptionist, Administrative Employee, Sales, Customer Services, Call Center andTelesales Representative. At this point of my career l am looking forward to the next step to apply my skills and contributing to the success of your organization.

**Career History**

**-Administrative Employee**

 **(Directorate of Youth and Sport from 2012 till 2018)**

* Plan meetings and take detailed minutes.
* Write and distribute email, correspondence memos, letters, faxes and forms.
* Assist in the preparation of regularly scheduled reports.
* Develop and maintain a filing system.
* Update and maintain office policies and procedures.
* Order office supplies and research new deals and supplies.
* Maintain contact lists.

**- Call Center Agent**

**(Vodafone Egypt 2014 - 2016)**

* Obtains client information by answering telephone calls; interviewing clients; verifying information.
* Determines eligibility by comparing client information to requirements.
* Establishes policies by entering client information; confirming pricing.
* Informs clients by explaining procedures; answering questions; providing information.
* Maintains communication equipment by reporting problems.
* Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.
* Updates job knowledge by studying new product descriptions; participating in educational opportunities.
* Accomplishes sales and organization mission by completing related results as needed.

- Receptionist

**(Sholqami Company for Nile Cruises 5 Star hotel 2011 - 2012)**

* Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
* Directs visitors by maintaining employee and department directories; giving instructions.
* Maintains security by following procedures; monitoring logbook; issuing visitor badges.
* Maintains telecommunication system by following manufacturer's instructions for house phone and console operation.

**- Telephone Operator**

**(**[**Four Seasons Resort Sharm El Sheikh**](https://www.tripadvisor.com/Hotel_Review-g297555-d301880-Reviews-Four_Seasons_Resort_Sharm_El_Sheikh-Sharm_El_Sheikh_South_Sinai_Red_Sea_and_Sinai.html)**2010– 2011)**

-Interrupt busy lines if an emergency warrants.
-Keep records of calls placed and received, and of related toll charges.

- Listen to customer requests, referring to alphabetical or geographical directories to answer questions and provide telephone information.
- Monitor automated systems for placing collect calls and intervenes for a callers needing assistance.
- Observe signal lights on switchboards, and dial or press buttons to make connections.

- Offer special assistance to persons such as those who are unable to dial or who are in emergency situations.
- Operate telephone switchboards and systems to advance and complete connections, including those for local, long distance, pay telephone, mobile, person-to-person, and emergency calls.
- Provide relay service for hearing-impaired users.

**- *Sales***

**(Raya Company 2007 - 2009)**

Selling products and services using solid arguments to prospective customers.

Performing cost-benefit analyses of existing and potential customers.

Maintaining positive business relationships to ensure future sales.

 ***Data Entry***

**(National Youth Academy – Summit Academy 2005 - 2007)**

* Prepares source data for computer entry by compiling and sorting information; establishing entry priorities.
* Processes customer and account source documents by reviewing data for deficiencies; resolving discrepancies by using standard procedures or returning incomplete documents to the team leader for resolution.
* Enters customer and account data by inputting alphabetic and numeric information on keyboard or optical scanner according to screen format.
* Maintains data entry requirements by following data program techniques and procedures.
* Verifies entered customer and account data by reviewing, correcting, deleting, or reentering data; combining data from both systems when account information is incomplete; purging files to eliminate duplication of data.

**Education**

**Bachelor ofArts – English Language**

Minia University, Egypt –2008

**Skills**

**Language Skills**

• **Arabic**: Native Language

**• English**: Excellent Speaking and Reading and writing.

**• French**: 1 Level.

**• German**: 1 Level.

**Computer Skills and Courses**

* **ICDL Certificate.**
* **TOEFL ITP Local Test From AMIDEAST**
* **IELTS with 5.5 overall score from British Counsel.**
* **Civil learning course from Unicef.**
* **Human Relationship course from Well-done University.**
* **Training course free work for youth (How to operate small Projects).**
* **TKT (Teachers Knowledge Test) from British Council.**
* **Power Searching with Google Course from Google.**

**Organization / Managerial Skills**

- I have got civil education training in National council for youth and UNICEF organization.

- I shared in the first session of youth parliament conference in Cairo.

- Member in youth parliament, Minia governorate.

- Representative for my youth parliament, Minia governorate in many conferences, trainings, courses, activities and meetings all over Egypt.

- My governorate candidate me twice to travel abroad.

- I shared in a leadership preparing programme level 1 in Hurghada and passed in second level.

- Work as a coordinator between youth parliaments in Minia youth centres.

- Do a lot of projects in my youth parliament in my centre such as (courses in computer hardware and software, courses in administration ,courses in maintenance mobile hardware and software and small projects)

**Personal Skills**

• Solve Problem.

• Seriousness in work.

• Rapidity of dealing in the transitory situations.

• Rapidity of merging with the teamwork.

•Accuracy, efficiency and commitment in work.

• Training in general association in different skills such as:

**- Skills improvements. - Communications skills- Presentable, professional appearance.**

• Leaders preparation.

• Excellent Communication, Presentation and Leadership Skills.

• Coordinating between employees and management.

• Ability to work in Group.

• Ability to work under pressure.

**Personal Information**

• **Gender:**Male

• **Nationality:**Egypt

• **Marital Status:** Single

• **Birth Date:**15/12/1987

**References**

• Upon Request