Ibrahim

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**Visa Status** /

transferable Visa employment Free zone Company semi government UAE Experiance 17 years been in UAE With my family in Dubai (ready to transfer )

**OBJECTIVE :**

To be part of company or institution that provides stimulus and enhances the skills of the employees in their respective fields

**Practical Experience:**

**Front Office Customer service :**

Dubai World free zone company semi government (in Dubai) **( from 01/01/2011 current job ) reason for leaving resignation due our department will be closed .**

**Job Responsibilities:** -

* Front Office , (preparing duty schedule for all the staff , attending meetings to make it sure that the management always have a clear picture about the business)
* Handlin new reservation procedure , check in and the check out ,phone enquires , answering email enquires , keeping communication lines between staff and the superior
* Handling sales revenue Excel sheets ,company cash deposit , safe box , refunding procedure , inventory and stationary , follow up orders from our supplier
* Receiving complain and giving temporarily solution or urgent solutions or keep it on hold till fed back from the superior
* Handling sales hand over , changing shift hand over , cash handover

**OfficeClerk , Admin Assistant**  **:** Middle estate real estate company in Dubai UAE From (5/2008) to (12/2010)

**Job Responsibilities:**

* reports to the Senior Administrative Officer and is responsible for

providing administrative and clerical services

* Type correspondence, reports and other documents
* Maintain office files document control and filing
* Open and distribute the mail and handling communication between several departments
* Attend meeting and preparing the agenda and The final Report
* Follow up the documents presses from several department ( labor , immigration , Embassy , Tassheel ……….)
* Handling data Base and files for the employees and file archive

**Call Center agent Customer Support :** Suez canal bank from (12/2004 ) to ( 12/2007)

**Job responsibilities:**

* Account Support Inquiries (Reset Password or Transaction PIN , Subscriptions , Account Verification Inquiries , Upgrade Account Type, Changing Personal Information , All Other Account Inquiries )
* Money Support Inquiries (Credit Card , Check , loans , insurance )
* Account Support Inquiries Statement and IPAN
* Account Support Inquiries ID Documents

**Executive secretary \ Lawyer :** Consultative Group for Legal Services (in Egypt) from (12/2002) to (12/2004)

**Job Responsibilities:** - meeting with the clients and to understand the requirements ,Writing papers to the official authority, handling desk work , computer work , attending the meetings and follow up . out door work with several departments providing answers and solutions for the enquires and communication with other departments and the partners

**As Part time ( IT support and Sales :** DoS company for import and export ( in Egypt

From 2003 to 2007

**Job Responsibilities:**

* Providing soft wear hard wear solutions ( xp , win7 , server , Mac , linx )
* Building new system in hard wear as the client needs
* Maintain net works and maintenance
* Providing IT Support to the companies

**Educational :**

(Total years of education 16 years)

* **primary school /** 6 years in (U.A.E)
* **preparation school /** 3 years in (U.A.E)
* **secondary school /** 3 years in ( Egypt )
* **Higher**  **University College graduation 4 years** May 2003 **(**BH of Law and

Administration) Mansoura University in Egypt Certified by the Ministry of

Foreign Affairs in the UAE in 2006 .

**Courses:**

- **(ICDL) International Computer Driving License ( British company training center) 2005** (computer management and applications ,internet )

**- English language course: (Egyptian American center) 2006**

**-** Basic language and literacy (3L) - conversation (2L) - Writing (2L)

**-**( **PCM )** **course in** **computer and net work maintenance** : **( British company training center) 2005**

**Language Skill :**

* ENGLISH : reading , writing , speaking (Advanced )
* ARABIC : reading , writing , speaking ( fluent )

**Computer skill :**

* [Computer Operations and Concepts](http://www.schools.nsw.edu.au/learning/k-6assessments/csa6ictskills.php#co)
* [Word Processing](http://www.schools.nsw.edu.au/learning/k-6assessments/csa6ictskills.php#wp)
* [Graphics](http://www.schools.nsw.edu.au/learning/k-6assessments/csa6ictskills.php#gr)
* [Multi-media](http://www.schools.nsw.edu.au/learning/k-6assessments/csa6ictskills.php#mm)
* [Internet](http://www.schools.nsw.edu.au/learning/k-6assessments/csa6ictskills.php#in)
* [Email](http://www.schools.nsw.edu.au/learning/k-6assessments/csa6ictskills.php#em)
* [Spreadsheets](http://www.schools.nsw.edu.au/learning/k-6assessments/csa6ictskills.php#ss)
* [Databases](http://www.schools.nsw.edu.au/learning/k-6assessments/csa6ictskills.php#db)

**General Skills :**

* **Communications** -- Good written and verbal presentation skills. Use proper grammar and have a good speaking voice.
* **Interpersonal Skills** -- Able to get along well with co-workers and accept supervision. Received positive evaluations from previous supervisors
* **Flexible** Willing to try new things and am interested in improving efficiency on assigned tasks.
* **Attention to Detail** Concerned with quality. Produce work that is orderly and attractive. Ensure tasks are completed correctly and on tim
* **Hard-working** -- Throughout University, worked long hours in strenuous activities while attending University full-time. Often managed as many as 65 hours a week in University and other structured activities while maintaining above-average grades.
* **Customer Service** -- Routinely handled as many as 500 customer contacts a day (10,000 per month) in a busy retail outlet. Averaged lower than a .001 percent complaint rate and was given the "Employee of the Month" award in second month of employment. Received two merit increases
* **Cash Sales** -- Handled more than $2,000 a day ($40,000 a month) in cash sales. Balanced register and prepared daily sales summary and deposits.

**Character references will be provide upon request.**