**AHMED**

**Ahmed.363406@2freemail.com**

**Dubai | United Arab Emirates**

**DATE OF BIRTH :** 30/09/1980

**NATIONALITY :** EGYPTIAN

**MARITAL STATUS :** MARRIED

**LANGUAGES :** ARABIC & ENGLISH

**VISA STATUS :** VISIT VISA

**CAREER OBJECTIVES**

To succeed in an environment of growth excellence and earn a job where I can share my knowledge and enhance my skills with the best of my abilities, which will provides me job satisfaction through hard work and perseverance.

**SKILLS**

* Deliver outstanding service, exceed expectations and build long- term loyalty
* Work in teams and in a self-directed environment
* Excellent communication skills
* Should know how to interact with customers
* Should know how to solve the problem of the customers
* Analytical approach
* Problem solving attitude
* Should know how to convince the customer
* Ability to provide the correct information
* Capability to maintain the received information
* Should know how to manage stress
* Responded to inbound service calls in a fast paced high volume call center
* Built a rapport with customers
* Provided superior customer service and work quality while demonstrating attention to details, flexibility and innovation in resolving problems
* Very good skills and abilities in English Languages
* Obtained international computer software programs, systems and Microsoft
* Dynamic personality that inspires people to work with company which sponsor me
* Harmony and synergy among the group are two of the most efficient tools of producing unique piece of work, personally, I always make sure that these two elements are taking place among my team
* Develop the team capabilities, and work on motivating them by eliminating barriers in the way of their success, and help in simplifying the processes

**PROFESSIONAL EXPERIENCE**

**NAT GAS - NATURAL GAS**



**SUPERVISOR**

**2009-PRESENT**

* Delegating work duties to individual staff members.
* Deputizing in the absence of the management team.
* Approving time records and requests for time off.

**ZARA**

**SALES SUPERVISOR**

**2007-2009**

* Building professional relationships with all sales staff.
* Communicating key messages to team members.
* Meeting and exceeding all agreed performance objectives.

**HYPER ONE MALL**



**ASSISTANT MANAGER**

**2006-2007**

* Working with the General Manager to improve operations, sales and

profitability.

* Maximizing profits by controlling labor costs and expenses.
* Continuously reviewing and managing team performance.

**MAZAIA**

**ACCOUNTANT ASSISTANT**

**2004-2006**

* Review expense reports and cash advances
* Process accounts payable checks and bi-weekly payroll
* Prepare monthly account reconciliation analysis

**EDUCATIONAL QUALIFICATION**

**Cairo University**

**Social Services**

**2003**

**PERSONAL SUMMARY**

An experienced as Sales Representative and customer services executive with many years of invaluable experience working in the customer support department. Highly focused with a comprehensive knowledge of how to maintain a professional, helpful and courteous relationship with allocated customers. Having an enthusiastic and positive attitude and working hard to ensure that customers receive an excellent level of services whilst at the same time ensuring the highest level of sales for the company. Presently looking for a customer services advisor position with a reputable company. To develop and fully utilize my skills in productive environment and to obtain a position in a dynamic organization that will utilize my talents and abilities with room for advancement, plus putting in my best efforts to get the best possible results for the organization.

**CAREER STATEMENT**

“I feel that my greatest strengths are my ability to develop and maintain a close working relationship with my customers. This allows me to gain a in-depth understanding of their individual needs and requirements. I can deliver a professional response to them”

I do here by declare that the above given details are true and accurate to the best of my knowledge