

**Ramy**

**Day of birth:**

1/10/1982

**Residence:**

Dubai, UAE

**Phone:**

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**E-mail:**

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**Marital status:**

Single

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| **Work experience** |  |

April 2017 – Present

DXB Visa Powered by Express Lane Documents Clearance Services UAE

**Sales Executive & Senior Visa Specialist**

**Responsibilities**

Ensure that all of the information provided by the client is accurate and correct, preparing and checking all legal documents.

Prepare all fee quotes and any information required by clients, colleagues or authorities.

Help the client to obtain Visas and other documentation required.

Nov 2015 – Feb 2017

Visa HQ Powered by GWS for Businessmen services UAE

**Sales Executive & Senior Visa Specialist**

**Responsibilities**

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| Providing the client with advice and guidance on how best to obtain required documentation to migrate internationally and how to complete this process smoothly.  Work within strict timelines and communicate with authorities and the client consistently via email or telephone. Clients must be treated individually |
| Conducting market research to identify selling possibilities and evaluate customer needs |
| Actively seeking out new sales opportunities through cold calling, networking and social media |
| Setting up meetings with potential clients and listen to their wishes and concerns |

May 2011 - Nov 2015

Etisalat Egypt

**Customer Care Advisor**

**Responsibilities**

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| Help promote the company |
| Inform customers about services that could suit them |
| Suggesting products they may be interested in |
| Putting them in touch with someone senior should they need it |
| Dealing with a range of customers on a daily basis and handling anything from general inquiries to complaints, your role can be done over the phone, face-to-face or even online, depending on what industry you’re working for. |
| Deal with a variety of customer requests and provide assistance to help individuals resolve any problems they are having. They will work over the phones, or by email, although many retail businesses also employ customer service advisors to work in store. |
| It is essential for customer service agents to have great communication skills, be problem solvers, and to enjoy interacting with other people on a regular basis. Customer service advisers are increasingly required to work across a number of different channels, from the phone right through to social media and instant chat, and having excellent written communication skills is very important. |

March 2007 - April 2011

Vodafone Egypt

**Customer Care Agent**

**Responsibilities**

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| Managing large amounts of incoming calls |
| Generating sales leads |
| Identifying and assessing customers’ needs to achieve satisfaction |
| 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. |

July 2005 - Nov 2005

Porto Marina Hotel & Spa

**Front Office Clerk**

**Responsibilities**

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| Greet guests and patrons as they arrive |
| Ask if guests have a prior booking |
| Manage the registration process |
| Ask for identification and ensure that the provided credentials are accurate |
| Handle guest check-ins and check-outs appropriately |
| Operate hotel switchboard, take calls and provide information and transfer calls |
| Manage accurate accounting of all rooms |
| Provide guests with room keys and call for bellboys |
| Take reservations over the telephone, through emails and in person |
| Answer queries regarding the hotel’s services, charges, dining facilities, sports facilities and travel directions |
| Refer guests to appropriate departments to resolve complaints or provide suggestions |
| Compute bills and take payments |
| Provide guests with directions around the hotel |
| Contact housekeeping and maintenance departments when a problem is reported |
| Explain appropriate use of keys and ensure that guests are satisfied with the rooms allotted to them |
| Balance cash at the end of the shift and generate accounting reports for the benefit of the next shift |

June 2003 - Oct 2003

HOTEL SOFITEL LE SPHINX

**Front Office, Food & Beverage Clerk**

**Responsibilities**

|  |  |
| --- | --- |
| Greet guests and patrons as they arrive | |
| Ask if guests have a prior booking | |
| Manage the registration process | |
| Ask for identification and ensure that the provided credentials are accurate | |
| Handle guest check-ins and check-outs appropriately | |
| Operate hotel switchboard, take calls and provide information and transfer calls | |
| Manage accurate accounting of all rooms | |
| Takes food and beverage orders directly or over telephone or intercom system and records order on ticket: Records order and time received on ticket to ensure prompt service, using time-stamping device. | |
| Suggests menu items, and substitutions for items not available, and answers questions regarding food or service. | |
| Distributes order tickets or calls out order to kitchen employees. | |
| May collect charge vouchers and cash for service and keep record of transactions. | |
| **Other professional experiences** | |  |

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| \* Photoshop |
| \* MS Office (Word, Access,Excel,PowerPoint) |
| \*Fedilio (Version 7.13) |

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| **Other Information** |  |

Language Known: Arabic    Native speaker English    Very Good

B.SCFaculty of Tourism and Hotels, Cairo University  
Hotels Studies (2000-2004 Grade Good)