

Abdalla Ahmed Zaki

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PROFESSIONAL SUMMARY

Confident Sales Assistant providing excellent customer service thanks to exceptional people skills and dedicated work ethic. Experienced in bookend toy sales, and in providing accuracy and efficiency in day to day store tasks. A strong team player, proficient in monitoring security and serving diverse customer needs. Engages in superior customer service by making information readily available. Demonstrates products and services as necessary by customers and management. Makes product knowledge readily available to oneself and other sales personnel through various resources. Researching the customer base to find new types of customers and selling accordingly Established clear priorities. Reworked positions and workflow based on individual abilities and production targets. Interacted with employees to demonstrate high standards and mitigate issues effectively.

PROFESSIONAL EXPERIENCE

Telecom Company Customer Service

2020 – 2022 | Dubai, United Arab Emirates

Created new processes and systems that enhanced customer experience such as Task and Task. Provided primary customer support to internal and external customers fast paced environment. Trained new associates on cash register operations including opening, conducting customer transactions and balancing drawer. Maintained customer happiness with forward thinking strategies focused on addressing needs and resolving concerns. Handled high volumes of email and social media queries promptly, ensuring consistent levels of excellent service. Delivered an exceptional level of service to each customer by listening to concerns and answering questions.

Immigration Service Sales Associate

2022 – 2023 | Dubai, United Arab Emirates

Explained information about quality, value and style of products to influence customer buying decisions. Reviewed purchases for fraudulent activities. Listened to customer needs and preferences to provide accurate advice. Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices. Created attractive product displays to enhance customer experience. Created attractive product displays to enhance customer experience and boost sales. Increased purchase totals by recommending additional items. Articulated perfume value and explained options and differences to maximize customer satisfaction while driving sales.

Pizza hut Company Team

2016 – 2020 | Dubai, United Arab Emirates

Moved and arranged tables, chairs and place settings and organized seating for groups with special needs. Checked in with customers during meals to ensure orders were received correctly and being enjoyed .Affected quick resolutions to customer problems and brought in management to handle escalated concerns. Provided friendly and attentive service .Assisted with station, banquet set up and service, patio area service, dishwashing and packaging food for take out. Upheld highest standard for cleanliness of glass and silverware. Maintained efficient service through Action and Action, reducing wait times by Number minutes. Trained and supervised Number Wait Staff, establishing and maintaining first class customer service standards. Ensured tables were reset efficiently, reducing turnaround times by Attentively served approximately Number guests per shift at Number seat Type establishment.

SKILLS

Communication Skills • Excellent customer Service • Highly organized • Good Telephone Etiquette
Excellent personality • Problem Solving • Attention to Detail • Planning and Coordination
Training and Development • Restaurant administration • Guest relations • Customer assistance
Counter Service • Computer Microsoft Office Word, Excel • Incident reporting and management
Food safety procedures Hospitality • Expertise Thrives in fast paced environment

EDUCATION

Commerce State University, Egypt

Jun 2010 | Fayoum, Egypt

LANGUAGE

• English • Arabic

CAREER OBJECTIVES

Looking for a suitable job in a leading organization and achieving an excellent career opportunity further more to utilize my knowledge of company growth to further look for some challenging and regular work to develop my skills.

DECLARATION

I hereby declare that the above details are true to the best of my knowledge and belief. I undertake to produce the appropriate documents on request.

ABDALLA AHMED ZAKI