



Ahmed Abd El Tawab

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Detail oriented Customer service with a Bachelor's degree from the Egyptian Academy of Accounting and Information System, Alexandria (2016). Experienced in Customer service for one year, currently seeking opportunities as a call center to leverage expertise in maintaining efficient Professional Call Center Customer Service Representative committed to providing courteous, prompt, detailed and accurate support. Experience managing outbound and inbound calls and handling emergency issues with patience and tact.

EXPERIENCE

Customer service

Jun 2023 - Present

GMG L.L.C, Dubai

- Processed returns and exchanges efficiently, adhering to company policies while maintaining customer satisfaction.
- Balanced multiple tasks simultaneously during peak times without compromising quality of service or accuracy in transactions.
- Boosted customer satisfaction by providing personalized assistance and product recommendations.
- Resolved customer complaints and issues in a professional manner to maintain positive relationships.

Senior Merchandiser

Mar 2019 - Jun 2023

Arma group, Egypt

- Implemented Planogram strategies to optimize product.
- Make sure Apply FIFO base.
- placement and increase sales.
- Managed inventory levels to prevent stock outs and minimize overstock situations.
- Conducted regular audits to ensure compliance with merchandising standards and guidelines.
- Trained and supervised junior merchandising staff to maintain consistency in product presentation.
- Streamlined merchandise presentation by implementing innovative visual techniques, resulting in increased sales.
- Established strong vendor relationships to maintain and support business.

Sales Representative

Jan 2018 - Mar 2019

Bocsh, Egypt

- Exceeded sales targets by 102%, demonstrating strong sales performance and achievement.
- Successfully achieved established sales goals, contributing to the overall success of the store.
- Implemented up-selling and cross-selling techniques to increase purchase amounts and maximize revenue.
- Set and monitored daily, weekly, and monthly sales goals to track progress and ensure success

Real Estate Agent

Jan 2016 - Dec 2018

Honest, Egypt

- Stage and showcase living spaces to highlight their features and appeal to potential clients.
- Advertise and market properties through various channels to attract prospective tenants.
- Prospect and reach out to new clients to expand the client base and generate leads.
- Identify clients' criteria and preferences and find suitable properties that meet their needs.
- Negotiate rental agreements and facilitate the closing of deals between landlords and tenants.
- Provide in-house marketing support and customer relationship management (CRM) support.
- Offer full administrative support, including maintaining records and handling documentation.
- Maintained connections with clients to encourage repeat business and referrals.
- Communicated with clients to understand property needs and preferences.
- Negotiated favorable contract terms for clients, resulting in higher satisfaction rates and repeat business.

EDUCATION

Bachelor of Commerce (B.Comm.) - Information Technology

Sep 2012 - May 2016

Egyptian academy for information systems and Accounting, Alexandria

SKILLS

- Customer Service
- Problem-solving abilities
- Active Listening
- Critical Thinking
- Computer Proficiency
- Complaint Handling
- Call Center Operations

Languages

- Arabic: Native
- English: B1