

# AHMED ALI TOLBA

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## OBJECTIVE

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Seeking a challenging role in a reputable organization that fosters career growth and skill development. Possesses a strong ability to adapt to dynamic environments, collaborate effectively within teams, and apply industry knowledge to drive operational excellence. Committed to leveraging qualifications and experience to contribute to organizational success while continuously enhancing professional expertise.

## EDUCATION

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*[Master's degree in public law and administrative Sciences]*

**Assiut University, Egypt**  
**2021**

*[Bachelor's Of Law]*

**BaniSuief University, Egypt**  
**2019**

- *Arabic Department*
- Over All /grade : Good*

## PROFESSIONAL EXPERIENCE

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### Costumer Service

**Presidency Of The Council Of Ministers**

**Feb / 2021 - Mar / 2024**

My Main Responsibilities:

- Handled citizen inquiries, complaints, and service requests through various communication channels (phone, email, and in-person).
- Provided accurate and timely information regarding government services, policies, and procedures.
- Maintained records of interactions and ensured proper documentation using CRM systems.
- Coordinated with government departments to escalate and resolve complex issues.
- Assisted in processing official documents, applications, and approvals as per regulatory guidelines.
- Ensured compliance with government service protocols and maintained high standards of professionalism.

### Sales Man

**Clothes Shop**

**may / 2018 - Apr / 2020**

My Main Responsibilities:

- Assisted customers in selecting clothing items based on their preferences, needs, and latest fashion trends.
- Provided excellent customer service by addressing inquiries, resolving complaints, and ensuring a positive shopping experience.
- Maintained in-depth knowledge of product features, fabrics, and pricing to effectively promote sales.
- Processed sales transactions using POS systems and handled cash, credit, and digital payments.
- Assisted in organizing promotional events, discounts, and special offers to attract customers.
- Maintained store cleanliness, ensuring a welcoming and organized shopping environment.

## **COURSES**

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- **ICDL Certification – Computer Skills Training**
- **American English Language Course**

## **SKILLS**

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- **Strong verbal and written communication skills**
- **Team Leadership and Mentoring**
- **Proficient in resolving customer issues and concerns**
- **Conflict Resolution and Problem-Solving**
- **Ambitious, hard worker and creative**
- **Demonstrated empathy and understanding in customer interactions**
- **Ability to remain composed and effective under pressure**
- **Skilled in multitasking and managing multiple tasks/customers concurrently**
- **Proficiency in Microsoft Office Suite**

### **Language Skills :**

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• **Arabic: Mother Tongue.**

• **English: Very Good.**

### **Personal Info :**

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• **Military Service : Accomplished.**

• **Nationality : Egyptian.**