

Ahmed Khalil

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SUMMARY

Experienced PR Executive with excellent communication skills. Proven ability to resolve customer complaints from previous experience as a Call Center Agent. Successfully collaborated with cross-functional teams to execute promotional campaigns and maintained order on set as an Assistant Director Trainee. Holds a Bachelor of Arts in Public Relations, with proficiency in Microsoft Office and video editing

EXPERIENCE

Public Relations Executive

Al Najah Center for HANDICAPPED

March 2022 - Present, Al Ain - Abu Dhabi

- Conducting communication audits to determine publicity goals.
- Planning and implementing public relations strategies.
- Drafting written & verbal & visual content that promote the public image of the business.
- Developing relationships with internal and external stakeholders.
- Achieved an average of 20 print placements in well-known publications and an 82% increase in Media impressions annually.

Call center agent

IBT

December 2021 - January 2022, Dubai Internet city – Dubai

- Project with Audi Abu Dhabi Ali & Sons Motors.
- Resolve 70+ customer complaints per day via phone and email, consistently exceeding targets Pioneer development of improved system for following up with unsatisfied customers.
- Propose more efficient call script to reduce average customer handling time, which well-received and implemented by management.
- Fill out forms to update and match our customers' details if your customers satisfied or confronts any problems.
- Achieve 97% average customer satisfaction rating to date, surpassing team goal by 12%.

Customer Services Corporate

ORANGE

April 2021 - October 2021, Cairo – Egypt

- Resolve 300+ customer complaints per week via phone and email, consistently exceeding targets Pioneer development of improved system for following up with unsatisfied customers, reducing customer churn by 6%.
- Train and mentor 4 new employees on conflict resolution, Siebel, and Salesforce CRM.
- Received customer satisfaction score of 98%, handled an average of 150 calls daily, and resolved all customer service queries within 24 hours.

Marketing Specialist

IT-Delivery

October 2019 - December 2020, Cairo – Egypt

- Collaborating with sales, marketing, advertising, and product design and product development team members to planning promotional marketing campaigns.
- Creating editorial and content creation calendars for various media platforms and outlets including blog posts articles social media posts and email marketing content.
- Generated 250 new leads within 3 months, resulting in a 32% increase in sales and 25% increase in customer engagement with brand's social media platforms.

Assistant director

Egyptian Media Production City

January 2019 - June 2019, 6th of October City, Egypt

- Assistant director trainee (El Huda Channel).
- Assisting the director in all his duties, from confirming the lighting, sound, and the ability to live screen.
- Tracking daily progress against the filming production schedule, arranging logistics, preparing daily call sheets, checking cast and crew, and maintaining order on the set.

EDUCATION

Bachelor of Arts in Mass Communication

Kafrelshikh university • Kafrelshikh. Egypt • 2021

SKILLS

Communication, Microsoft Office proficiency, Computer proficiency, video editing.

Licenses:

- UAE Driver's License
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