



# Akram Hamdy

## Customer Service Representative

### Contact

Al Ain, United Arab Emirates

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### Core Qualifications

- *Active listening*
- *Order fulfillment*
- *Multi-tasking*
- *Problem-solving*
- *Stockroom operations*

### Education

Industrial Technical Institute

Cairo, Egypt

Conditioning and cooling

2009

### Professional Summary

Creative and customer-focused professional with 10 years of experience in providing exceptional customer service. Skilled in resolving complex issues, building positive customer relationships, and exceeding service expectations.

### Experience

#### Waiter & Cashier

Americana Group KFC | Al Ain, UAE | Apr 2013 - Current

- Took customer orders quickly and accurately, reducing customer wait times.
- Maintained excellent customer satisfaction by providing friendly, attentive, and polite service.
- Handled customer complaints professionally and politely, offering smart solutions or referring to supervisors for support.
- Managed order taking, processing payments, and order packing for drive-through orders.
- Processed cash and card payments at the checkout, providing correct change for cash purposes.

#### WAITER

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Dar Haras Alhudud Resturant | Cairo, Egypt | Dec 2011 - Dec 2012

- Prioritized guests' comfort and enjoyment by proactively attending to customer needs and building positive rapport.
- Greeted new customers, answered initial questions, and took drink orders.
- Answered phones politely and promptly while accurately recording and confirming reservations.

#### Plastic Fabricator

Al Nour Plastic Factory | Cairo, Egypt | Feb 2010 - Dec 2011

- Manipulated plastics and used molding techniques to extract products from moulds.
- Shaped plastic materials by molding, extruding, or cutting compounds to form various shapes and sizes.