

Ahmed Mostafa Rezk Metwaly

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✓ Objective

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

✓ Experience

- **Samsung Mobile phone** July 2022 - August 2023
Customer service
 - Greet and direct customers
 - Provide accurate information product feature pricing and after-sales services
 - Answer customer's questions about specific products/services
 - Cross-sell products
 - Ensure rack carefully stocked
- **Vodafone** May 2020 - May 2022
Customer service
 - Assisting customers in overcoming the problems they face in favor of providing adequate answers,speaking about all their inquiries canceling and refunding customer orders communicating with customers through various means and sites of communication, dealing with customers through various communication channels and showing work to satisfy customers.
- **Elnoor Midcal center (Egypt)** October 2019 - April 2020
Receptionist
 - Interviewing patients recording their personal data and health insurance data, if any and identifying advance booking dates.
 - Fill out the forms used at reception and enter data into the automated system.

✓ Education

- **Benha university** 2019
Physical Education

✓ Skills

- Goodback ground in network sandserver installation
- Working under pressure
- Good manners
- Selling and communication skill
- Excel & Data Entry
- Driving licence

✓ Interests

- Selling
- Marketing
- Reading And listening

✓ Languages

- Arabic
- English

✓ Personal Details

- Date of Birth : 21/5/1996
- Marital Status : Married
- Nationality : Egypton
- Gender : male