

# **CIRRICULUM VITAE**

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## **CAREER OBJECTIVE:**

To pursue a challenging career in leading and progressive organization offering opportunities for utilizing my skills towards the growth of the organization, thereby, in the long run preparing myself for taking a greater responsibility within the organization. I want to utilize my skills to become an asset to the organization I serve.

## **EXPERIENCE:**

### **1) Administrative Officer & Account Admin at Al Maya Group (Sup.Market Division), UAE (Mar, 2020- Nov, 2023)**

- Manage office supplies stock and place orders.
- Prepare regular reports on expenses and office budgets.
- Maintain and update company databases.
- Organize a filing system for important and confidential company documents.
- Answer queries by employees and clients.
- Update office policies as needed.
- Maintain a company calendar and schedule appointments.
- Book meeting rooms as required.
- Distribute and store correspondence (e.g. letters, emails and packages).
- Prepare reports and presentations with statistical data, as assigned.
- Arrange travel and accommodations.
- Schedule in-house and external events.

### **2) Data Encoder & Data Entry at Lifco International Group (Sup.Market Division), UAE (Feb, 2018- Jan, 2020)**

- Encode reports, correspondences, messages and memoranda.
- Receive and record official documents and check completeness of attachments and enclosures.
- Prepare administrative reports and submit routine correspondences and documents to respective offices.
- Maintain office files and records.
- Facilitate request for reproduction of copies of correspondences, reports and other documents, and certify the same upon request.
- Assist in the preparation of multimedia presentations during meetings and conferences.
- Perform other related functions.

### **3) Customer Service Agent (Amazon Company), Egypt (May, 2014-Dec, 2017)**

- Handling all incoming customer queries and questions.
- Providing the appropriate service and information or referring clients to another department.
- Referring problematic issues that they cannot solve to management.
- Resolving customer complaints and issuing refunds as needed.
- Maintaining an accurate Customer Relationship Management (CRM) database by entering and updating client information.
- Providing quotations and checking product availability.
- Handling payment transactions.
- Adhering to a company's policies and procedures at all times when assisting customers.

#### **Courses:**

Icdl , Adobe Photoshop, Oracle (Jd Edwards), C++.

#### **Technical SKILLS:**

- MS Office
- Computer Skills
- Ticketing systems
- Erb Software (Emas)
- Design

#### **PERSONAL SKILLS:**

- Pleasant personality, good communication skills with others.
- Flair for customer service, business development and problem solving.
- Having high ability to lead or to work as a team member and bear business pressure.
- Sociable and purpose oriented.
- Sense of responsibility, Accountability, Flexibility and Willingness to learn.
- Self-awareness, Practicality, Punctuality and honesty

#### **LANGUAGES KNOWN:**

- Arabic (Native)
- English (Read, write, Speaking)

**AVAILABILITY:** Join Immediately.

#### **PERSONAL DETAILS:**

<b>Date of Birth:</b>	1 <sup>st</sup> August 1994
<b>Nationality:</b>	Egyptian
<b>Sex:</b>	Male
<b>Passport Number:</b>	A36169327
<b>Marital Status:</b>	Single
<b>Visa Status:</b>	Visit Visa
<b>Uae License:</b>	Processing

