

MAHMOUD AHMED MOHAMMED

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SUMMARY

A dedicated and results-driven professional with over 7 years of diverse experience across delivery services, sales, and customer-facing roles in both the UAE and Egypt. Demonstrated expertise in optimizing delivery routes, managing fleet maintenance, and ensuring timely and secure package deliveries, with a strong focus on customer satisfaction and operational efficiency. Proven track record in driving sales growth, managing client relationships, and delivering exceptional service in high-pressure environments. Adept at multitasking, maintaining organizational standards, and exceeding performance targets. Ready to leverage comprehensive experience and exceptional interpersonal skills to drive success in future roles within dynamic organizations.

KEY COMPETENCIES

- Route Optimization
- Delivery Efficiency
- Customer Service Excellence
- Fleet Management
- Time Management
- Logistics Coordination
- Inventory Management
- Client Relationship Management
- Team Collaboration
- Problem Solving
- Performance Target Achievement
- Conflict Resolution
- Communication Skills
- Multitasking
- Operational Efficiency

PROFESSIONAL EXPERIENCE

Courier

Zajil Company | 2024 – 2025

- Delivered packages in a timely and efficient manner, ensuring the accuracy and security of items, which contributed to a high level of customer satisfaction.
- Managed an organized travel schedule, optimized delivery routes using advanced navigation systems, and consistently met delivery targets by minimizing delays.
- Maintained delivery vehicles in optimal condition, performed routine checks, and addressed vehicle issues to minimize downtime and ensure operational readiness.
- Provided excellent customer service through professional communication, resolved delivery issues promptly, and maintained a seamless experience for clients.

Motorcycle Delivery Driver

Americana Food Company | 2023 – 2024

- Delivered food orders efficiently to customers, ensuring timely arrivals and quality maintenance of products, leading to consistent customer satisfaction.
- Optimized delivery routes using GPS and navigation apps, ensuring the most efficient paths and minimizing delays, while adhering to company safety protocols.
- Conducted routine maintenance checks on delivery vehicles, ensuring their readiness and preventing any operational interruptions due to vehicle-related issues.
- Resolved customer concerns effectively, maintaining a high level of professionalism and ensuring continued customer loyalty and satisfaction.

Team Member

Americana Food Company | 2021 – 2023

- Contributed to food preparation and team operations, ensuring adherence to quality and safety standards as mandated by company policies.
- Collaborated with team members to meet operational targets, effectively driving business goals while maintaining a focus on efficiency and productivity.
- Maintained an organized and clean work environment, ensuring a safe and efficient operation that adhered to all health and safety regulations.
- Assisted with inventory management, stock rotation, and waste control, ensuring smooth daily operations and minimizing operational disruptions.

Carrefour | Cashier

2018 – 2020

- Provided exceptional customer service in a fast-paced retail environment, ensuring accurate and efficient transaction processing for customers.
- Managed cash, credit, and debit transactions, ensuring precision and adherence to company policies, minimizing errors or discrepancies.
- Handled product returns and exchanges, resolving customer inquiries professionally and maintaining a high level of customer satisfaction.
- Assisted with stock management and restocking of shelves, while ensuring a clean and organized checkout area in compliance with safety and company standards.

Sales Representative

Badr Iron and Paints Company | 2016 – 2018

- Managed a portfolio of client accounts, driving sales through targeted marketing and providing tailored solutions to meet customer needs.
- Built and maintained strong client relationships, offering expert product knowledge to drive sales and close deals effectively.
- Consistently exceeded sales targets through effective communication, negotiation, and closing skills, ensuring alignment with customer requirements.
- Contributed to market intelligence efforts, gathering insights that informed sales strategies, product positioning, and overall brand development.

COURSES AND CERTIFICATIONS

- **Certificate of Completion | Bike Rider Safety Training | Home Delivery Training Department | Oct 2023**
- **Certification of Training | Total Quality Management System (TQM) | Benha Electronics Co. | Jun 2018 – Jul 2019**
- **Certificate of Quality Control | Benha Electronics Co. | Jul 2019 – Jul 2019**

EDUCATION

Bachelor's Degree in Quality Control

Faculty of Specialized Studies, Tanta University

LANGUAGES

- **Arabic**
- **English**