

IBRAHIM GAMAL MAHMOUD

Warehouse Keeper | Front office Assistant | Data Entry | Guest Relations Officer

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Dakahliya-Egypt

IG

EXPERIENCE

Inventory Control Assistant

AI-Assyl group for food industries from

03/2023 - Present Dakahliya-Egypt

- Ensuring the reception, storage, dispatch, daily management of the stock of products
- Ensuring the conformity of products received and delivered
- Ensuring the management of inventories: control of the rotation of goods, verification of their availability, procurement from suppliers, tidying, cleaning inventory
- Keep a record of sales and restock
- Maintain an automated supply inventory database
- Replenish supply inventories following established guidelines

Warehouse Keeper

AI-Faleh optical from

05/2021 - 02/2023 Saudi Arabia

- Assist in receiving and processing incoming shipments.
 - Verify and record the quantity and quality of incoming goods.
 - Prepare and package outgoing shipments.
 - Ensure proper storage and organization of merchandise.
- Receive, inspect, and store all incoming merchandise, following established procedures and protocols to ensure accurate inventory records.

Front Office Assistant/Guest Relations Officer

Kuwait food company from

12/2017 - 03/2021 United Arab Emirates

- Welcome and acknowledge all guests according to company standards; anticipate and address guests' service needs; thank guests with genuine appreciation.
 - Answer telephones and answer guest questions about property facilities/services (e.g., packages, promotions, entertainment, restaurants, special events).
 - Perform general office duties to support Sales & Marketing (e.g., filing, sending emails, typing, faxing, copying).
- Use sales techniques that maximize revenue while maintaining existing guest loyalty to my company and follow up with our customers to explore future event opportunities.
- Work closely with other departments (food& beverage, housekeeping, front office) to ensure that all event details are clearly communicated and coordinate the with team to ensure high standards of service delivery for all events.

EDUCATION

Bachelor's degree

Business Administration, Accounting

05/2011 - 05/2015 Mansoura University/Egypt

- Business Administration.
- Accounting, Finance.

TRAINING / COURSES

- Ms Office (ICDL Certification , Excel , PowerPoint, Word, Outlook).-Preparation Of Accounting (Peachtree + Exel Accounting +BookKeeping).

SUMMARY

To work in a company that would best fit my knowledge, abilities and experiences and to enhance more knowledge in the other field of work.

KEY ACHIEVEMENTS



Reduced Stock Discrepancies

Decreased stock discrepancies by 20% through better inventory management.



Enhanced Warehouse Efficiency

Increased warehouse efficiency by 15% with optimized stocking processes.



Handled Supplier Orders

Managed a 10% increase in supplier orders successfully.



Improved Customer Response

Processed 95% of customer inquiries within 24 hours.

LANGUAGES

Arabic

Native



English

Advanced



SKILLS

Microsoft Office Suite

Teamwork

Adaptability

Taking responsibility

Customer focus

Recognizing difference

Strong attention to detail and accuracy

Ability to work independently with minimal supervision

Problem solving