

CONTACT

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OBJECTIVE

Seeking a challenging position in a national or multinational company where my skills can be better utilized and further developed.

EXPERIENCE

- 06/03/2023 - 30/04/2024

- Payment Team Spacialist**
Tabby Dubai UAE
Handle daily transaction processes, ensuring accuracy in payments processing, recording, and reconciliation.
Address discrepancies or errors in payments, implementing necessary corrections.
- 26/04/2021 - 07/08/2022

- Customer service representative (Diamond Customer Dep.)**
Etisalat Egypt
Handling VIP customers and delivering excellent customer satisfaction according to COPC standards.
- 01/04/2020 - 31/08/2020

- Customer service representative**
Abu Dhabi Municipality (Food Distribution Center) UAE
Assist customers with complaints, questions, product information, orders, and returns.
Provide information about products and services, and help customers understand reservations.
- 08/11/2017 - 31/03/2020

- Assistant Branch Manager**
The Gulf Line Trading (Domino's pizza) , UAE Abu Dhabi
Hire, train, schedule, and manage employees in daily tasks.
Develop customer relationships, manage purchasing, inventory, maintenance, and operational functions.
- 10/06/2015 - 26/06/2017

- Customer service representative (First Class Dep.)**
Orange Egypt Telecom
Handling VIP customers and delivering excellent customer satisfaction according to COPC standards.
- 06/2014 - 05/2015

- Lawyer**
Law Office
Advise and represent clients in courts and government agencies.
Communicate with clients, colleagues, judges, and conduct legal research and analysis.
- 04/2012 - 03/2013

- Reservation Agent**
Reef Oasis Blue Bay Hotels, Sharm El Sheikh
Assist customers with vacation planning and booking.
Provide travel suggestions and book reservations.
- 06/2011 - 03/2012

- Receptionist**
Rehana Hotels and Resorts, Sharm El Sheikh
Welcomed visitors by greeting them in person or on the telephone, and promptly addressed their inquiries.
Directed visitors by maintaining employee and department directories and providing instructions.
Maintained security by following procedures, monitoring the logbook, and issuing visitor badges.

EDUCATION

05/2014

- **Helwan University**
Bachelor's Of Law
Good

SKILLS

- Creative, self-motivated, reliable, and dynamic.
- Ability to work under pressure and learn new tasks quickly.
- Effective team leader with strong analytical skills.
- Proficient in Microsoft Office Suite (Word, Excel), Internet, and ICDL certified.
- Completed Information Technology Course at the Military Institute in Cairo.

LANGUAGES

- Fluent in Arabic (mother tongue).
- Fluent in English.

PERSONAL DETAILS

- Date of Birth : 15/04/1989
- Marital Status : Married
- Nationality : Egyptian
- Passport : A37474302
- Visa Type : Cancelled Visa