



Mohamed Kamal Hosny Gaber Elsayed

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SUMMARY

A dedicated and versatile professional with a Bachelor's degree in Physical Education, extensive experience in customer service, sales, and security roles. Seeking to contribute my skills in a dynamic and growth-oriented environment, with a focus on achieving high standards in performance and customer satisfaction.

PERSONAL INFORMATION

- Date of Birth: 28/07/1992
- Gender: Male
- Nationality: Egyptian
- Marital Status: Married

EDUCATION

- | | |
|--|-------------|
| Bachelor's Degree in Physical Education | 2014 |
| <ul style="list-style-type: none">• Tanta University, 2014• Major: Sports Training• Specialization: Football | |

WORK EXPERIENCE

- | | |
|--|--------------------------|
| Security Guard | 09/2024 - Present |
| Transguard Group <ul style="list-style-type: none">• Provide security for the Emirates Group crew and staff at Fly Emirates.• Monitor security surveillance systems and ensure the safety of staff and guests.• Maintain and report security logs of incidents and breaches. | |
| Sales Representative | 11/2021 - 08/2023 |
| United Pharmaceuticals Company <ul style="list-style-type: none">• Promoted and sold pharmaceutical products to medical professionals and pharmacies.• Managed client relationships to ensure satisfaction and repeat business.• Provided product knowledge and training to pharmacy staff. | |
| Tele Sales | 09/2020 - 09/2021 |
| United Pharmaceuticals Company <ul style="list-style-type: none">• Managed outbound sales calls to medical pharmacies for product promotions.• Built and maintained strong customer relationships over the phone.• Met daily and monthly sales targets consistently. | |
| Customer Service | 07/2019 - 08/2020 |
| October 6 Hospital <ul style="list-style-type: none">• Provided front-line customer support to patients and visitors.• Assisted with appointment scheduling and patient information management.• Resolved customer complaints efficiently and professionally. | |

Customer Service

03/2017 - 03/2018

Egyptian Army Hospital

- Delivered exceptional service to patients and families within the hospital.
- Assisted patients in navigating hospital services and facilities.
- Managed patient records and ensured confidentiality.

Call Centre Agent

07/2016 - 08/2017

Vodafone Egypt

- Provided customer support for various Vodafone products and services.
- Assisted customers with billing inquiries and technical issues.
- Consistently met call handling and customer satisfaction targets.

Waiter and Cashier

04/2015 - 04/2016

KFC Egypt

- Provided high-quality service to customers in a fast-paced environment.
- Handled cash transactions and processed customer orders.
- Ensured cleanliness and organization of the dining area.

Waiter and Cashier

05/2015 - 05/2016

Pizza Hut Egypt

- Greeted and served customers, ensuring a positive dining experience.
- Processed payments, managed cash register, and issued receipts.
- Maintained a clean and organized work environment.

Football Coach

02/2014 - 02/2015

Modern School

- Coached students in football techniques and team strategies.
- Organized and supervised practice sessions and school tournaments.
- Promoted teamwork and discipline among players.

Football Coach

11/2015 - 11/2016

Glory School

- Trained students in football skills and tactics.
- Organized and led regular training sessions and competitive matches.
- Fostered a positive learning environment for players.

CERTIFICATIONS AND TRAINING

- Advanced Selling Course, Ho Training Academy, March 2022
- Additional Certificates: Available upon request (Hospital and Clinic-related certifications)

LANGUAGES

- Arabic: Native
- English: Excellent

COMPUTER SKILLS

- Microsoft Office Suite

PERSONAL SKILLS

- Working under pressure
- Teamwork
- Responsibility
- Time management
- Problem-solving
- Creativity