

# AHMED RAMADAN RIAD

UAE - ABU DHABI  
971547712187  
ahmedramadan378@gmail.com  
28/02/1987

## SKILLS

- Project Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

## LANGUAGE

- Good in English

## EDUCATION

**2011**      **Cairo University**  
Graduated From Faculty Of Law  
Good

## EXPERIENCE

**1/11/2023 - 1/1/2024**      **El Prince Cafe**  
waiter

**1-FEB-24 - until the present**      **ADIB**  
Dsu. personal finance

I was employed at ADIB Bank Abu Dhabi Islamic Bank as a Dsu. personal finance from 1-FEB-24 until the present.

**14/03/2023 - 18/07/2023**      **Raya**  
Marketing and Sales & Specialist in Egypt

Nestlé Agent  
Conduct market research to identify trends, customer needs, and competitors..  
Develop and implement marketing plans and campaigns to promote products or services.  
Generate compelling and relevant content for various marketing channels,..  
Provide support to the sales team by creating sales collateral, presentations,

**JAN-2019 - DEC-2020**      **AL FATEH FOR MEDICINE**  
Marketing and sales Specialist in Egypt

Develop a deep understanding of the medical products or services offered by the company.  
Stay updated on industry trends, regulations, and competitive products.  
Develop and execute educational initiatives to inform healthcare professionals about the benefits and applications of the company's products or services.  
Provide training sessions and workshops for medical staff.  
Ensure all marketing and sales activities comply with relevant healthcare regulations and standards.

**Jan-2017 - Dec-2018**      **Rich Bake For Food**  
Sales Representative in Egypt

Conduct market research to identify trends, customer needs, and competitors..  
Generate compelling and relevant content for various marketing channels,..  
Understanding the customer's requirement, needs and wants, ensuring the best product and service is offered at the point of sale.  
Maintains supply of cash including preparing daily proof sheet

**JAN- 2011 - JAN-2015**      **EL ARABY GROUP**  
Customer Service Representative

Acquire a thorough understanding of company products or services to

effectively assist customers.

Stay updated on product knowledge and changes to provide accurate information.

Educate customers on product features, usage, and benefits.

Provide guidance on troubleshooting common problems.

Maintain accurate records of customer interactions and transactions.

Update customer profiles and databases with relevant information.

Interact with customers via phone, email, chat, or in person to provide information and assistance.

Address customer inquiries, resolve problems, and provide solutions in a timely and professional manner