

Ahmed Moustafa Ahmed



E-mail

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Phone

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Address

Diera, Dubai

SKILLS

Patience



Good Listening



Communication skills



Solving problems



Team worker and work under stress



Time management



Clam and confident



MS Office



ICDL



Word, Exel, power point and Outlook



LANGUAGES

Arabic : mather language

English : very good

ACHIEVEMENTS

INTERESTS

OBJECTIVE

Seeking a challenging position in a reputed organization where I can learn new skills, expand my knowledge, and leverage my learnings. To get an opportunity where I can make the best of my potential and contribute to the organization's growth.

REFERENCE

15/01/2022 | [Customer service Representative](#)

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01/09/2023 Life smart company at UAE (luxury and technology)

Answer communications professionally. Providing the information the customer requests about any service or product. Speed in answering customer inquiries. Use different sources to search for the information required. Dealing with customer complaints and finding solutions. Enter customer information and data.

01/01/2017 | [Tele sales and customer service supervisor](#)

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01/11/2021 El Eman tours company at Egypt (tourism)

Selling land, sea, and flight tickets and helping the customer obtain the required service Immigration, Hajj and Umrah consultant Organizing tourism programs for tourists Facilitating tourist, study, immigration and work visas for European and Arab countries and assisting the director in organizing appointments and completing the work plan.

10/10/2011 | [Public relationship supervisor](#)

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10/11/2016 Ewan House hotel suites at Saudi Arabia (tourism and real state)

Participate in the formulation of goals for employees within the department. Selecting and employing the necessary labor and providing the staff with training. Cooperating and responding with employees and providing directions and recommendations. Dealing with customer needs and receiving calls as needed. Innovating new ways to improve procedures and motivate employees. Evaluate and measure employee performance, call waiting time, and customer comments. Adhere to the organization's attendance policies and procedures. Submitting periodic reports to management and clarifying work obstacles

10/10/2009 | [Customer service Representative](#)

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10/11/2011 Turkland out source company of Arab Bank at Egypt (Financial brokerage and credit cards)

Sale credit-cards, Answer communications professionally. Providing the information the customer requests about any service or product. Speed in answering customer inquiries. Use different sources to search for the information required. Dealing

Sport

Walk

Help people

Reading and Education

with customer complaints and finding solutions. Enter customer information and data.

10/5/2008 | [Customer service Representative and receptionist](#)

10/8/2009 City Medical Center Hospital at Egypt (Medical Hospital)

Receiving patients, helping patients and doctors with examination appointments, organizing visitation times, solving problems facing patients, entering patient data on the device, and responding to inquiries by phone.

EDUCATIONS

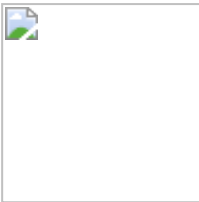
2009 | [Alexandria University](#)

Bachelor's of tourism and hotels

Good

ADDITIONAL

I have(AUE ID), Egyptian license and Saudi license



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