

Ahmed Mohamed Abdelmoneim

Collaborative leader with dedication to partnering with coworkers to promote engaged, empowering work culture. Documented strengths in building and maintaining relationships with diverse range of stakeholders in dynamic, fast-paced settings.



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📍 Dubia , UAE

📅 01/05/1993

🇪🇬 Egypt

WORK HISTORY

May 2020 to May 2023

Captain order

ARABESKA Elite Restaurant dubia Moll , Dubai

- Excellent organization skills
- Good communities skills
- Quality Customer Service, O captain order
- Maintained 100% positive feedback rating from customers by providing them exceptional client- centered service and ensuring their comfort and safety
- Answer customer inquiries related to the store and products
- Provide suggestions and encourage the purchase of products

June 2018 to April 2019

Salasman

NTDE Food bafdrdeg company , Dubai , Uae

- In the case of stocking goods in the Emirates
- Arranging and stacking within borders
- Loading goods from warehouses to shelves
- Reviewing, arranging and stacking them
- Five-year industry diploma
- Paid attention to detail while completing assignments.
- Resolved problems, improved operations and provided exceptional service..

December 2015 to September 2017

Customer Service Assistant

Aswaqfatahalla marketing , Alexander , Egypt

- Provided warm, positive customer care from arrival to departure, encouraging return visits and repeat spending.
- Assisted customers with varying questions using product knowledge and service expertise.
- Answered customer telephone calls promptly and improved on-hold wait times.
- Resolved customer issues using strong interpersonal skills and conflict resolution techniques.

January 2019 to February 2020

Sales Marketing Assistant

City Center Carrefour, Dubia , Uae

- Demonstrated excellent time management and organisational skills to meet sales deadlines.
- Guided marketing team with expert insights during marketing campaigns.
- Set up and manned booths at trade shows to demonstrate quality and use of products.
- Delivered superior customer service by making information readily available and actively listening to customer needs and concerns.
- Brainstormed ideas and concepts for creative marketing campaigns.

ACCOMPLISHMENTS

- Boosted overall service quality by 30% by mentoring more than 5 caterers attendants and

SKILLS

- RELEVANT SKILLS
- Email inbox management
- Stakeholder management
- Deadline management
- Complex resource management
- Department management
- Operational support
- Agile project management
- Client relationship building
- Administrative leadership

EDUCATION

February 2013

Diploma electronics

The industrial technical school, the five-year sys, Egypt - Alexander

LANGUAGES

Arabic: C2

Proficient

English: C2

Proficient

CERTIFICATIONS

- CAP - Certified Administrative Professional
- CPDW - Certified Professional in Distribution and Warehousing