

FADY FAREED

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Professional Summary

Dedicated and detail-oriented professional with over 7 years of experience in customer service, cashier operations, administrative support, and teaching roles. Proven ability to handle front desk responsibilities, manage transactions, and communicate effectively with customers. Skilled in managing teams, developing fitness programs, and providing high-quality customer service. Proficient in Microsoft Office, CRM systems, and basic programming. Seeking a position in customer support, front desk, or administrative roles.

Work Experience

Fareed Auto Parts – Cashier & Customer Service

Alexandria, Egypt | Jan 2023 – Present

- Provided front-line customer support, handling inquiries and product assistance.
- Managed cash transactions and daily financial reporting.
- Supported sales team and maintained accurate inventory records.

Call Center Customer Service – Talabat

Amman, Jordan | May 2021 – Dec 2022

- Handled inbound and outbound customer calls regarding food orders and delivery issues.
- Provided timely and efficient solutions to customer complaints and inquiries.
- Used CRM systems to log customer interactions and update records.
- Maintained service quality and contributed to meeting team performance targets.
- Demonstrated excellent communication skills in a high-pressure, fast-paced environment.

BIM Market – Cashier

Alexandria, Egypt | Feb 2020 – Apr 2021

- Processed payments and operated POS systems efficiently.
- Maintained clean and organized checkout areas.
- Ensured excellent customer service in a busy environment.

Swimming Coach – IEVO Resort

Alexandria, Egypt | Jun 2015 – Dec 2016

- Developed and taught swimming lessons for individuals and groups of various skill levels.
- Ensured the safety of swimmers and maintained pool area cleanliness and organization.
- Designed and implemented training programs for competitive swimming.

PE Teacher – ElKadesia School

Alexandria, Egypt | Sep 2013 – Jun 2015

- Taught physical education to students, focusing on fitness, team sports, and motor skills development.
- Organized and managed school sports events and physical activities.
- Promoted a healthy lifestyle and physical well-being among students.

Education

Bachelor of Physical Education

University of Alexandria, 2021

High School Certificate

El-Mashir El-Gamasy School, Alexandria, Egypt

Courses & Certifications

- Microsoft Office Full Package
 - Programming Basics (Online)
 - Customer Service Skills
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Skills

- Customer Service & Communication
 - Cash Handling & Point-of-Sale Systems
 - Microsoft Office (Word, Excel, PowerPoint)
 - Administrative Support
 - Problem Solving
 - Teamwork
 - Time Management
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Languages

- Arabic: Native
- English: Basic to Intermediate