

Ahmed Tawfik

Al Nahda gate tour / Sharjah

Contact No : 0566727040

Email : ahmedmataawfik1978@gmail.com



→ Career Objective

I am a consistent, hardworking, highly motivated person. I enjoy working with the public. I feel that I am a friendly, outgoing and dependable person. I feel it is crucial to demonstrate the importance of my job duties and expectations. I am looking to improve my position in the work force, expand my knowledge and skills. I am also looking to establish long term employment in a friendly environment.

→ Academic Details

- **Bachelor of commerce (Accounting), Cairo university**

Accepted

2001

→ Work Experience

- **Iconic (Kuwait)**

Customer service specialist

May 2022 - Dec 2022

Role : Listening to customers' concerns and handling complaints and returns.

Giving detailed explanations of services or products.

Working with a sales team to create better methods to address customer complaints.

Reviewing customer accounts and transactions while resolving issues.

Communicating with customers in-person, through email or chat, over the phone or on social media.

Receiving orders, calculating charges and processing payments.

Monitoring customer satisfaction levels.

- **Landmark group Centrepoint (UAE)**

Senior store associate (head cashier)

Mar 2021 - Mar 2022

Role : Create and maintain a positive work environment for all cashiers.

Communicate with customers and address any problems they may have.

Serve as the primary point of contact for customer service associates.

Operate registers and perform general checkout functions.

Generate reliable and accurate till reports from every register.

Resolve cash tills when closing, ensuring the money matches the report and is stored safely.

Assist cashiers with requests such as price checks.

Maintain a clean working environment by wiping down registers during downtime.

- **Arabiata restaurants (Kuwait)**

Purchase specialist

Jul 2019 - Feb 2021

Role : Research potential vendors.

Compare and evaluate offers from suppliers.

Negotiate contract terms of agreement and pricing.

Track orders and ensure timely delivery.

Review quality of purchased products.

Enter order details (e.g. vendors, quantities, prices) into internal databases.

Maintain updated records of purchased products, delivery information and invoices.

Prepare reports on purchases, including cost analyses.

Monitor stock levels and place orders as needed.

Coordinate with warehouse staff to ensure proper storage.

Attend trade shows and exhibitions to stay up-to-date with industry trends.

- **Western Union (Egypt)**

C.s agent / Senior teller / Head of cashier / Document controller / Office administrator / Assistant manager
Mar 2009 - Mar 2019

Role : Respond to telephones and customer requests and complaints in an effective manner.

Divert calls to the right place.

Help customers timely to avoid long waiting times.

Cash checks, bill payments, money order processing, and money transfers locally and internationally.

Balance drawer, adding new customers to the system and handling complaints and cash inflows and outflows.

Assist in maintaining records for compliance with laws and regulations, and checking checks for identification and authentication.

Coordinating office activities and operations to secure efficiency and compliance to company policies.

Supervising administrative staff and dividing responsibilities to ensure performance.

Keep stock of office supplies and place orders when necessary.

Managing all branch operations in the absence of the manager.

- **Radio shack (Egypt)**

Senior sales associate

Jan 2008 - Jan 2009

Role : Providing professional customer service.

Process cash and bank card payments, explain product features and uses, retail warranty plans and additional products.

Communicate with employees and clients as daily responsibilities.

Full knowledge of selling skills and product knowledge.

➔ Project Details

- **Baraka electronics**

mobiles and electronics trading

Period : from 2000 till 2007 Team Size: 10

Role : Owner and manager

➔ Field of Interest

- Customer service, Retail trading, Cash handling

➔ Skills

- Communications, customer service, time management, leadership, problem solving, teamwork

➔ Strength

- Motivation - Active listening - Honesty - Strong work ethic - Creativity - multi tasking

➔ Hobbies

- Reading, Traveling, Swimming, Listening to music

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(Ahmed Tawfik)