

AHMED SAMY ISMAEL

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OBJECTIVE

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.

EXPERIENCE

Branch Supervisor

Redha Al Ansari Exchange L.L.C | Dubai, UAE

Sep 2022 – Jun 2023

- Monitor team performance.
- Ensures teams are meeting Customer Care service level, productivity, quality and Customer Satisfaction requirements.
- Monitor team Quality Assurance levels, to ensure quality standards are met .
- Monitor team capacity and optimally and equitably distribute workload - redeploying staff, as required.

Remittance Staff / Cashier

Redha Al Ansari Exchange L.L.C | Dubai, UAE

Aug 2021 – Sep 2022

- Customer service and front office operations including Remittance operations. Cash operations, WPS operations, processing all sub products of company.
- Attending customer complaints and reporting the manager/supervisor the nature of complaints received.

Restaurant Supervisor

Sadaf Group Of Companies L.L.C | Sharjah, UAE

May 2020 – May 2021

- scheduling restaurant staff and delegating tasks
- training, and managing restaurant staff
- ensuring prompt and friendly customer service
- ensuring all staff follow strict personal safety, food safety and food storage guidelines

Cashier

Sadaf Group Of Companies L.L.C | Sharjah, UAE

May 2019 – May 2020

- Using A Point Of Sale (Pos) System For Transactions
- Accepting Cash Payments And Making Change
- Kept friendly environment and provided good customer services
- Managed as well as solves any customer queries

Retail Sales Representative

Masterpiece | Tanta, Egypt

Dec 2017 – Mar 2019

- Increased sales by offering advice on purchases and promoting additional products.
- Folded and arranged merchandise in attractive displays to drive sales..
- Used POS system to process sales, returns, online orders, and gift card activations.
- Greeted customers and helped with product questions, selections, and purchases.
- Trained and supervised new employees to use selling strategies and apply best practices.

Call Center Agent

Orange Egypt | Cairo, Egypt

Jan 2014 – Nov 2017

- Address customer complaints, troubleshoot problems and provide solutions
- Identify opportunities to upsell or cross-sell products and services
- Update and maintain customer accounts and records
- Follow up with customers to ensure their satisfaction and resolve any outstanding issues

EDUCATION

Bachelor Of Accounting

Faculty Of Commerce | Tanta, Egypt

May 2014 – July 2018

SKILL

- Communication and Teamwork
- Hard-Working And Eager To Learn
- Self-Motivated
- Ability To Face Problem And Solve It
- Customer support
- Cash Handling
- Documentation And Reporting

LANGUAGES

- Arabic
- English
- Hindi
- Urdu

ADDITIONAL INFORMATION

- Driving license :- **LMV**
- Visa type :- **Tourist Visa**
- Valid Until:- **26/Sep/2023**