



# Ahmed Mohamed Fekry Mohamed

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## Objective

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seeking to secure a challenging role in a professional environment, leveraging my educational background and experience, strong work ethic, and ready to take on new responsibilities in the future to contribute to the success of the institution.

## Personal Details

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- Date of Birth : 31/03/1999
- Marital Status : Single
- Nationality : Egyptian

## Educational Qualification

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- **Commerce bachelor's degree**
  - Tanta university
  - Graduation year : 2021
  - Section : Accounting
  - GPA : Good

## Experience

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- **Philip Morris international. ( Egypt - Cairo )** Nov2022 - Sep2023  
Sales expert specialist
  - Within the IQOS team at Philip Morris International
  - supervising direct sales outlets and retailers
  - Determine customer needs by observing consumers, collecting surveys about their experience, and then analyzing their feedback to form an accurate perception of business goals.
  - Responsible for managing the organization's workflow and improving day-to-day activities, including analyzing business processes and personal customer needs in order to bring them closer together.
- **Smart Group. ( Egypt - Cairo )** Jan2019 - Sep2021  
E-commerce specialist
  - The company specializes in the field of camping equipment
  - Updating product content contained on eCommerce websites/portals.
  - Taking ownership of daily business administration on assigned accounts.
  - Responsible for tracking and sending orders to customers, and verifying that products arrive on time and to the right person
  - Maintaining a positive, empathetic and professional attitude toward customers at all times.
  - Communicating with customers through various channels inbound & outbound calls
  - Amozon,noon,jumia and Facebook administration

## Languages

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- Arabic ( mother tongue )
- English

## Skills

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- problem-solving
- Build good relationships
- Skilled team player
- customer service
- Decision making
- Communication
- Multi-tasking

- good in using word and excel
- work under pressure
- Cars driving with licence ( Egypt - 2020 )

## **Courses**

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- **Customer service online course ( EDRAK ) 2023**

This course defines what customer service is , and highlights three core skills :

Establishing strong relationships

Effective communication

Problem solving