

# AHMED MOHAMED

Dubai

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## PROFESSIONAL SUMMARY

Dedicated and results-driven Customer Service Professional with over [9] years of experience in delivering exceptional service and support across diverse industries. Adept at managing customer inquiries, resolving complex issues, and fostering positive client relationships. Proven track record in enhancing customer satisfaction, streamlining processes, and contributing to team success. Possesses strong communication skills, a solutions-oriented mindset, and the ability to handle high-pressure situations with professionalism and empathy. Committed to driving continuous improvement and delivering high-quality service that aligns with organizational goals.

## WORK HISTORY

**SALES EXECUTIVE** | 03/2022 - 07/2024

**Mohd Bin Ghalifa Group - Dubai**

- Interact with customers in a professional and courteous manner
- Educate customers about the benefits of purchasing products through instalments plans
- Assess customer needs and financial capabilities to recommend suitable instalments options.
- Accurately managed daily cash flow , balancing registers and ensuring correct financial reporting

**CUSTOMER SERVICE REPRESENTATIVE** | 05/2018 - 01/2022

**B-Tech - Egypt**

- Handle incoming support Request via phone , email , chat
- Serve as the first point of contact for the customer inquiries and issues related to B-tech products or services.
- Provide general support, answer questions, and guide customers through basic troubleshooting steps.

**CUSTOMER SERVICE REPRESENTATIVE** | 12/2013 - 01/2018

**Vodafone - Cairo**

- Handling cash , ensuring all transactions are balanced at the end of the day
- Assist customers with account inquiries, billing issues, and service-related concerns.

## SKILLS

- Negotiation skills
- Active Listening
- Time Management
- Problem-Solving Attitude
- Attention to Detail
- Positive Attitude
- Communication Skills
- Customer Service
- Patience
- Cash Management
- Adaptability

## EDUCATION

**Mansoura University - Al Mansoura | Bachelor of Arts**  
Oriental Languages, 01/2014 - 04/2018

## LANGUAGES

### Arabic

Native

### English

Advanced

### Russian

Intermediate

### Italian

Intermediate

## ADDITIONAL SKILLS

Ms office  
Photoshop  
Fl Studio  
Photography

## CERTIFICATIONS AND LICENSES

Google Marketing Certificate