



AHMED SHEHATA

Sales representative-Accountant

SUMMARY

Results-oriented professional with experience in team coordination, technical support, sales, and customer service. Currently a Team Coordinator and Supervisor at Al Salam Dates Exporting Company, managing budgets and overseeing packaging and logistics operations. Previously, as a Technical Support Specialist at We Telecom, I provided customer support and resolved technical issues. My role as a Sales Representative at Tasaheel Company involved offering financing solutions for micro-projects, while my experience as a Cashier at Chequers Restaurant refined my cash handling and record-keeping skills.

CONTACT

PHONE:
0582062960

Location
Dubai

LINKED IN URL:
<https://www.linkedin.com/in/ahmed-samir>

EMAIL:
Ahmed.samir8462@gmail.com

LANGUAGE

Arabic: Proficient, Mother tongue
English: Good Command in speaking, listening and writing

COURSES:

- ICDL
- Conversation English Course.
- CCNA Course
- customer care Course

WORK EXPERIENCE

Al Salam Dates exporting company – Team coordinator -Supervisor (EGYPT)

Jan 2024–Oct 2024

- Managed a team budget of 750 LE Thousands, overseeing daily salaries, Equipment and maintenance costs, resulting in a 12% reduction in operational expenses.
- Led a team of 15 members in packaging, quality control, and logistics, improving task clarity and efficiency, which increased on-time shipment rates by 7%
- Assigned daily tasks based on project needs and shipment schedules, enhancing workflow efficiency and reducing delays by 20%.
- Monitored team performance, providing feedback and coaching that improved overall productivity by 9 % within the first quarter.

We Telecom- Technical support Specialist - (EGYPT)

Dec 2022–Jan 2024

- Responded to customer inquiries and diagnosed technical issues, achieving a customer satisfaction rate of 100%.
- Assisted with service installation and device configuration, reducing installation time by 70%.
- Monitored network performance, proactively resolving connectivity issues, which decreased downtime by 80%.

Tasaheel company – Sales representative -(EGYPT)

March 2022–Dec 2022

- providing financing solutions for over 48 micro-projects, whether commercial, industrial, or service-oriented, contributing to a 15% increase in revenue for the company."

Chequers restaurant – cashier -(EGYPT)

March 2020–March 2022

- Accurately handle cash, credit, and debit card payments, ensuring proper record-keeping.

EDUCATION

Faculty of commerce -Kafer El-Sheikh University -(2018 – 2021)

[BACHELOR OF COMMERCE Accounting Department

SKILLS

- financial recording
- Cash handling, Taxes preparation
- Time management
- Ability to learn new skills
- Social presence, Self-confidence
- Strong interpersonal and communication skills

