

# Ahmed Saad

## Customer Service / Front Office

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### Summary

Dedicated customer service representative with extensive experience in front-office roles, sales, and hospitality. Motivated to ensure customer satisfaction, improve company performance, and drive sales. Proven ability to establish rapport with clients, exceed sales quotas, and maintain high standards of service. Highly reliable, detail-oriented, and skilled in time management and prioritization.

### Professional Experience

Nov 2023 – present  
Dubai, UAE

#### **Waiter, Al Khaima Heritage Restaurant**

- Greet and escort customers to their tables, providing a welcoming atmosphere.
- Prepare tables by setting up linens, silverware, and glasses, ensuring a high standard of presentation.
- Inform customers about the day's specials and offer recommendations to enhance dining experience.
- Take accurate food and drink orders using POS software or memory, ensuring efficient service.
- Serve food and drinks, ensuring timely and accurate delivery.
- Handle bill payments, providing clear breakdowns and ensuring correct charges.
- Comply with health and safety regulations while maintaining excellent customer service.

Dec 2020 – Nov 2023  
Dubai, UAE

#### **Sales Executive, Remix Real Estate Company**

- engage with clients to understand their real estate needs and recommend suitable properties.
- Present property listings, negotiate deals, and close sales, exceeding targets.
- Build and maintain relationships with clients and prospects to ensure repeat business.
- Provide clients with relevant market information and updates to assist in their decision-making process.
- Collaborate with the marketing and operations teams to deliver exceptional customer service.

Nov 2018 – Dec 2020  
Alexandria,

#### **Customer Service Executive, Vodafone Egypt**

- EgyptAssisted customers with inquiries, issues, and account management in a timely manner.
- Opened new customer accounts, ensuring a smooth onboarding process.
- Promoted products and services through personalized recommendations based on customer needs.
- Resolved customer complaints and issues while maintaining a professional demeanor.
- Supported customers in troubleshooting technical issues and provided solutions to meet their needs.

## Education

2019 Egypt	<b>Master's Degree in Law</b> , <i>Alexandria University</i>
2015 Egypt	<b>Bachelor of Law</b> , <i>Alexandria University</i>

## Skills

<b>Customer Service Excellence</b> Experienced in maintaining customer satisfaction and handling complaints effectively.	targets and building lasting client relationships.	<b>Attention to Detail</b> Ensures accuracy in order processing, billing, and customer inquiries.
<b>Active Listening</b> Attentive to customer needs and concerns, providing timely responses.	<b>Communication</b> Strong verbal and written communication skills in both Arabic and English.	<b>Technical Skills</b> <ul style="list-style-type: none"><li>• <b>Microsoft Office Suite</b> : Word,</li><li>• Excel, PowerPoint, Outlook</li></ul>
<b>Time Management</b> Efficient in managing multiple tasks in fast-paced environments.	<b>Team Collaboration</b> Works well with colleagues to achieve business objectives and improve customer experience.	<b>POS Systems</b> : Experienced with POS ordering and payment systems
<b>Sales &amp; Negotiation</b> Proven track record in meeting sales	<b>Problem-Solving</b> Skilled in identifying issues and providing effective solutions.	<b>Windows Operating System</b> : Comfortable using various software and applications

## Languages

<b>Arabic</b> Native	<b>English</b> Good proficiency
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