

# CV Samer Mohamed

## Personal Details

**Name:** Samer Hassan Ali  
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**Date of Birth:** March 1985  
**Nationality:** Egyptian - Exempted from Army  
**Live in Dubai as a visit visa**

## Experience

**1. From 7/2023 to 2-2025 at Semouha Club**  
**As Sports Facilities Department:**

- a. The goal of this department is to ensure that all open stadiums and indoor halls are fit and ready to receive the training process.
- b. Direct dealing with all club departments.
- c. Implementing requests submitted by technical departments for all sports (providing sports equipment - maintaining sports equipment and playgrounds - providing labor).

**2. For a period of 4 years at United Global Logistics**  
**As Customer Service:**

- a. 1-2014 to 5-2016 My beginnings as a sales man Gathering a customer base through the internet and talking to them on the phone, then setting a meeting time.
- b. 1-2017 to 5-2018 As a customer Service Focusing on providing the best service to the customer by offering competitive sea freight prices, as well as land transportation, customs clearance, and Air Freight, then following up on the shipment from door to door, and finally making the invoice for the customer.
- c. Work in Export department ( Dry – Reefer – air freight – LCL ).

**3. From 6-2016 to 12-2016 at Noor Bank (UAE)**  
**As Sales:**

- a. Pay attention to appearance and the way you talk to the client during the meeting.
- b. Before the meeting, try to gather information about the client.
- c. Helping the customer make the right decision.

**4. For a period of 3 years from 10-2010 to 12-2013 at Golf insurance Global Company  
As senior Adviser:**

- a. Contact potential clients to expand their customer base Interview prospective clients to get data about their financial resources and discuss existing coverage.
- b. Explain the features of various policies.
- c. Analyze clients' current insurance policies and suggest additions or changes.
- d. Customize insurance programs to suit individual clients.
- e. Handle policy renewals.
- f. Maintain electronic and paper records.
- g. Help policyholders settle claims.

**Education**

- Bachelor Degree From Arab Academy for Trade and Logistics 2010

**Courses**

- a. English Course at Arab Academy (Level 5 B+) 2011
- b. English Conversation advanced Course at British Arrow 2016
- c. Transport & Logistics Terminology Course at Arab Academy 2011

**Skill**

- a. Equestrian Training
- b. Customer Service
- c. Sales
- d. MS Office
- e. Google Drive
- f. Communication
- g. Client Relationship Management
- h. Problem Solving
- i. Teamwork

**Language:** Arabic - English