

# SAMAH AHMED ALI AHMED

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## EDUCATION

- 2018 **CAP CERTIFIED**
- 2011 **BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY, MAJOR OF INFORMATION SYSTEMS. (MISR UNIVERSITY FOR SCIENCE & TECHNOLOGY, EGYPT)**

## EXPERIENCE

- MAR 2013 - SEP 2018 **CUSTOMER SERVICE ASSOCIATE (EMIRATES NATIONAL BANK OF DUBAI "ENBD")**
  - Protect Plus – Insurance on the Credit Cards
  - LSP (Lifestyle Protector) - Credit card insurance
  - PRB (Priority Banking) – Checking with customers regarding their Investments With
  - ENBD, assigning Leads to concerned RM Relationship Manager or WA Wealth Adviser

Operating Systems:  
i.MS. Windows All.  
ii.VisionPLUS  
iii.Oracle Siebel CRM
- May 2012- Feb 2013 **CONFIRMATION AGENT (WEST HOUSE GENERAL TRADING COMPANY, DUBAI)**
  - Confirmed address, quantity & price with customers
  - Cancelled orders from the system as required
  - Reported fake orders to the management and
- Jul 2006- Aug 2006 **HR SECRETARY & COORDINATOR (ABU DHABI NATIONAL HOTELS (ABU DHABI INT'L AIRPORT CATERING & DUTY FREE))**
  - Prepared security gate passes for staff and visitors of Abu Dhabi Airport duty free and other areas.
  - Arranged staff employment and to whom it may concern letters addressed to Immigration and Banks
  - Translated the department documents from Arabic to English and vice versa
- JUN - JULY 2006 **TRAINING (AL AIN INTERNATIONAL AIRPORT)**

## IT SKILLS

- Operating Systems: MS. Windows All.
- Processing Packages: MS. Office; Word, Excel. [Excellent Skills]
- Web Browsers: Explorer, Firefox.
- Online Collaboration Programs & Online E-mails: Outlook & Several Document Sharing Platforms.

## PERSONAL INFO

- Nationality: Sudan
- Date of Birth : 11/02/1986
- Social Status : Single
- Languages Known : Arabic and English.
- UAE Valid Driving License for Light Vehicle
- Availability: Immediately

## OBJECTIVE

Having 7 years of experience in public relations and customer service in top-notch companies.

With proven results of delivering results-oriented work, I aspire to work in a reputable institution with a stimulating work environment, to take advantage of my skills and qualifications to participate in the progress of the institution and to develop my career path.

## SKILLS

- Team Work
- Work under pressure
- Negotiation skills
- Analytical skills
- Presentation skills

## HOBBIES

