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General Profile

My aim is to give my best in my professional pursuit for overall benefit and growth of the company that I serve as well as achieving personal goals.

Experience

Customer Service Agent (Nov2017 - Present)
Dubai International Airport (Emirates Airline – Danata)

Responsibilities:

- Handling passengers from the check in point till boarding and departure.
- Handling VIP passengers travelling in business class.
- looking for cursory assistance in checking luggage or printing a boarding pass, others have complaints and are looking for a quick resolution. Attention to detail, problem-solving skills and a knack for interacting with customers is essential in this position.
- Maintain a good relationship with airline personnel, immigration and custom officers under the guidance of the Manager.
- dealing with passenger enquiries about flight departures and arrivals.
- checking in passengers and giving seat numbers.
- providing boarding passes and luggage labels.
- telling passengers about luggage restrictions.
- weighing baggage and collecting any excess weight charges.
- taking care of people with special needs, and unaccompanied children.
- calming and reassuring nervous passengers.

Key Competencies

Computer proficiency (Microsoft package)

- Friendly
- Welcoming
- Hospitable
- Multitask
- Helpful
- Easy to approach
- Confident
- Eager to assist

Sales Associate (Nov2016 – June2017)
Apparel Group UAE

Responsibilities:

- Greet customers, offer assistance and serve them in order to ensure their needs are answered in a timely manner.
- Providing exceptional customer service by performing up-selling, cross-selling, suggesting alternatives and following up on customers' requests.
- Ensure smooth and efficient receiving process of items/shipments
- Arrange and replenish on a continuous basis the shop shelves
- Handle cash register and transactions with the customers in an effective and accurate manner as required.

Airport customer service agent (2013 Jan-2016)

Borg El Arab International Airport- Egypt

Responsibilities:

- Dealing with passenger enquiries about flight departures and arrivals
- Checking in passengers and giving seat numbers
- Providing boarding passes and luggage labels
- Telling passengers about luggage restrictions
- Weighing baggage and collecting any excess weight charges
- Taking care of people with special needs, and unaccompanied children
- Calming and reassuring nervous passengers

Admin & HR (2009 Jan-2012)

Shalinar (Turkish Company) – Egypt

- Forming and maintaining employee records.
- Updating databases internally, such as sick and maternity leave.
- Preparing and amending where necessary HR documents, i.e. employment contracts and recruitment guides.
- Reviewing and renewing company policies and legal compliance.
- Communicating with external partners.
- Reporting regularly on HR metrics, such as company turnover
- the first point of contact for employees on any HR related queries.
- Assisting with payroll by providing the department with relevant employee information, i.e. holiday and sick days taken.
- Helping with various arrangements internally, from travel to processing expenses.

Soft Skills

- Communication
- Good Team Player
- Adaptability
- Problem Solving,
- Good listener,
- Phone Skills,

Sales Representative (2007 Jan-2009)

Vodafone Egypt – Egypt

- Interviewing customers and answering their inquiries about products.
- Taking care of the exhibits and making sure that there are all data related to the products of specifications and prices.
- Receive new goods and prepare reports on sales and deficiencies requested by customers.
- Follow up customers, communicate with them and explain all the information about the product and our new offers and marketing on Vodafone products and win the trust of customers.

Strengths

- Good communication and listening skills
- Confident and firm while still remaining friendly
- Outgoing and charming with an eagerness to help others
- Fast-learner who works well without supervision
- Strong, team leader with good teamwork skills
- Empathetic person who will go the distance for others
- Critical thinker who works well under pressure

Language

- **Arabic Fluency** (Excellent verbal, written and comprehension)
- **English fluency** (Excellent verbal, written and comprehension)
- **French (Basic)**

Education

- **Graduated from faculty of Arts, English Department (2007)**
- **Tanta University – Egypt**

Trainings

- **All Emirates Airline Courses** (2017 - 2020)
Emirates Airline – Dubai International Airport
- **Excellence in Customer Service** (2018)
New Direction Training Center – Dubai
- **The Seven habits of the most effective people.** (2018)
New Direction Training Center – Dubai
- **Initial Dangerous Goods Regulations Course** (2015)
Nile Air – Egypt
- **Initial Front Line Human Factor Course** (2015)
Egypt Air – Cairo
- **Handling Tense, Stressful and Multi-tasking Situation** (2014)
Borg El Arab International Airport- Egypt
- **Listening and Problem Solving Skills** (2013)
Borg Al Arab International Airport- Egypt
- **Communication & Telephone Skills** (2013)
Borg El Arab International Airport- Egypt

