



AHMED EL-SAYED SAID

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OBJECTIVE

Experience of more than 4 years in the field of customer service and the receptionist and administration and one year experience in the United Arab Emirates.

EXPERIENCE

- **EGYPT PHARMA PHARMACEUTICALS AND COSMETICS.. Al Obour City - Egypt**
8/2017 - 1/2019
Administration Supervisor
 - Speak on the phone or in person with clients, answer questions, and address concerns regarding product availability, prices, and credit terms.
 - Provided ongoing technical support for equipment as needed and within warranty parameters.
 - Attended trade and sales meetings to track business trends, market conditions, industry developments, and environmental regulations.
- **CONCORDE ROYAL BEACH RESORT .. Ras Sudr - Egypt**
2/2019 - 1/2020
Receptionist Administration
 - Manage room reservations using a computerized reservations system.
 - Address guests concerns and special requests in a professional and personable manner.
 - Help guests with their things including luggage and other valuables.
 - Manage the hotels business center and other units if necessary.
 - Deal with complaints and problems
 - Ensure that the waiting desk or reception is always tidy and tidy
 - The issuance of permits for visitors in some companies that necessitate that
 - Doing printing work
- **SORS LLC - Dubai, United Arab Emirates**
3/2020 - 12/2020
Customer Service
Sales assistance
 - Ability to communicate with businesses and suppliers when needed.
 - Ability to track deliveries and orders.
 - Problem solver and recognize needs.
 - Mastering communication and dealing with all personalities and different classes, understanding and dealing with them, and the ability to absorb the anger of others and control reactions.
 - Hearing problems, complaints and suggestions with great care, being able to provide an appropriate response.
- **AL AMAL ALSAREA TECHNICAL SERVICES.. Ajman - United Arab Emirates**
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Sales Officer
 - The ability to promote, market and persuade
 - Tact in dealing with others
 - The ability to listen, and flexibility in dealing with problems, and mobilizing efforts towards solving them in an optimal manner
 - Enjoy high leadership skills
 - Reaching all customers at the designated times and on a regular basis.
 - Contract sales agreements with customers, and send them to the company's freight department
 - Listening to customers' complaints, and satisfying them by addressing them and providing appropriate solutions

SKILLS

- Customer Service
- Persuasion skills
- Excellent knowledge in Computer
- MS Office Excel Powerpoint and social media and Browsing Email.
- Excellent communication skills
- both written and verbal
- Use positive language
- Product knowledge
- Communicate
- The ability to read customers

EDUCATION

- **Al-azhar University**
2017
Bachelor of Education and Arts, French Language Department
- **ITC**
2017
ICDL L.V5

LANGUAGE

- Arabic
- English

PERSONAL DETAILS

- Date of Birth : 01/05/1993
- Marital Status : Single
- Nationality : Egyptian