



AHMED RAMADAN ABDELGAWWAD MAHMOUD

Teller - Customer service - Marketing

PROFESSIONAL SUMMARY

A Suitable position with on organization where I can utilize the best of my skills and abilities that fit to my experience a place where I can encourage and permitted to be on active participant as well vital contribute on development of the

PERSONAL DETAILS

Location: DUBAI

Nationality: Egyptian

Date of Birth: 10/9/1994

Marital Status: Single

Emirates ID: 784-1994-9486148-9

Passport number: A26289622

PHONE: +971547200252

UAE driving license

EMAIL: AHMEDPESA@GMAIL.COM

PROFESSIONAL SKILLS

- Good personality
- Time management
- Customer handling
- Positive and friendly person
- Problem solving
- Team work
- Good communication

LANGUAGES

- Arabic: Fluent
- English: Good
- Urdu: in the field of work

HOBBIES

- Listening music
- Watching movies
- Learning new things

Education and courses

- Bachelor's in Management Information System, with a good grade 2016.
- HUMAN DEVELOPMENT SURVEY ENGINEERING CERTIFICATE 2013.
- ACCOUNTANT CERTIFIED DIPLOMA SALES, EUROPEAN UNIVERSITY 2015.
- FINANCIAL ACCOUNT IN ARABIC & ENGLISH, TAX ACCOUNTING 2015.
- CONSTRUCTION ACCOUNTING 2015.
- WEB APPLICATION - C # - ASP.NET - SQL SERVER. 2016.
- HOLDS A ENGLISH COURSE WITH THE CREDIT HOUR SYSTEM, FROM MINYA GOVERNORATE AND IS ACCREDITED WITH THE LOGO THE ARAB REPUBLIC OF EGYPT, WITH DISTINCTION 2018.

SKILLS

- The speed of understanding the customer and keeping customer requests and the ability to convince customers of what want to sell is not what he wants to buy.
- How to clean and make a professional rotation of nuts and fruits.
- Make orders and send them to the store for their request and the ability to know what we want and what we want to finish from him.
- Making gifts in all its forms and types.
- The ability to communicate with colleagues well and create a suitable atmosphere for work.
- The ability to organize and coordinate the daily display in a distinctive and different way.
- The ability to increase sales Adapting to any surrounding environment and deal with it well and the ability to solve problems.

WORK HISTORY

- **(Al Rostamani International Exchange) (DUBAI)**

Teller

(21/09/2022 Until Now)

- 1- Responsible for The Processing of All Transactions Efficiently Professionally Deals with Customers Enquiries in a Timely Manner.
- 2- Resolve and Follow Up on Pending Transactions Escalating Where Needed.
- 3- Ensuring All Transactions Are Performed in Accordance with Company's Compliance Rules.
- 4- Net Promoter Score.
- 5- Customer Service Experience in a Money Transfer Operation Would Be an Advantage.
- 6- Excellent Customer Service Skills.
- 7- Experience in Cash Management.
- 8- Strong Communication Skills - Able to Listen and To Act Upon What You Hear.
- 9- Problem Solving - Identify best Products to Meet Customer Needs and Esolve Any Problems That May Arise.
- 10- Conduct Selling Activities to Increase Branch Transaction Volume and Profitability.
- 11- Buy or Sell Foreign Currencies.

- **(Lulu International Exchange) (Abu Dhabi)**

Teller

(15/7/2021 Until 05/09/2022)

- 1- Responsible for The Processing of All Transactions Efficiently Professionally Deals with Customers Enquiries in a Timely Manner.
- 2- Resolve and Follow Up on Pending Transactions Escalating Where Needed.
- 3- Ensuring All Transactions Are Performed in Accordance with Company's Compliance Rules.
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WORK HISTORY

- **(Media Plus) (DUBAI)**

Customer service And Marketing

(6 Months 27/10/2020 to 21/4/2021)

- 1- social media for clients
- 2- Website programming for clients
- 3- Customer service
- 4- Marketing

- **(Kuwait Fitness) (EGYPT)**

Customer service And Marketing

(2 years 20/03/2018 to 24/02/2020)

This Company Sells Sports Equipment in Egypt. And the Gulf states.

- 1- The company's own social media
- 2- Programming the company's website
- 3- customer service
- 4- Marketing

- **(Minya Military Airport) (EGYPT)**

Military Security

(One Year 01/03/2017 to 01/03/2018)

- 1- Service Distribution Officer
- 2- Services Inspection Officer
- 3- Responsible for securing the airport road the airline corridor