



Contact

✉ khaledghanem1118@gmail.com

Skills

Computer Skills
Communication Skills
Problem Solving
Teamwork
Learning Strategies
Microsoft Office
Office Management

Languages

Arabic (Egyptian)
English

ORACLE®



Khaled Mohamed Ghanem

Customer Service & Sales Associate

👤 Male | 📅 1st August, 1994 | 📍 United Arab Emirates/ +971 589452552 / Egyptian

An Executive Sales & Customer Service with nearly 7 years of experience in Sales & Customer Service which including the last 3 years in U.A.E. Seek an Data Entry Operator /Customer Service Position where I willbe able to Contribute with strong skills looking to continue his career with a high reputed Organizations.

Professional Experience

Data Entry Operator & Accountant

Al Maya Supermarket.

Mar 2020 –Present

(UAE)

- prepare, compile and sort documents for data entry. checksource documents for accuracy.
- verify data and correct data where necessary.
- obtain further information for incomplete documents. updatedata and delete unnecessary files.
- Responsible of solving the high value customers complains.
- Attracts potential customers by answering productand service questions; suggesting information aboutother products and services.



Customer Service Representative

Etisalat UAE

Feb 2018 - Jan 2020

(EGYPT)

- Insure delivering best customer experience that Etisalat seek.
- Researching required information using available resources.
- Handling and resolving customer complaints regarding product sales to customer service problems.
- Providing customers with the organization's service and product information.
- Processing forms, orders, and applications requested by the customers.
- Tracking customer service KPIs and metrics



Sales Associate

Miniso Company

Feb 2017 - Jan 2018

(EGYPT)



- Provide information and other services such as handling returns of merchandise.
- Arrange merchandise on shelves according to popularity and other criteria.
- Approach customers and offer them advice on products to persuade them to buy.

Logistics Coordinator

Amazon.Com (EGYPT)

Feb 2015 - Feb 2017



- Create company policies, procedures and quality management system.
- Work under intense pressure to meet shipping deadlines.
- Contact other warehouses by mail, and daily send all reports in excel sheets to management.

Sales Associate

Venti Fashion Store

Feb 2013 - Jan 2015

(EGYPT)



- Outstanding customer service skills and experience of clothing retail outlet
- Demonstrated ability of increasing business sales and customer satisfaction level
- Skilled in handling customers at rush hour and collecting payment for sold merchandise
- Knowledge of using computer, calculator, and operating credit and debit card swipe machine
- Adept in marketing new clothing brands and negotiating with customers.

Educational History



GOOD

Bachelor of Computer Science New Cairo

Academy, Feb 2012 - Jun 2016



INTERESTS & HOBBIES

SPORTS, TRAVELING, LEARNING.

