
Mohamed Ahmed Al naggar

Customer service officer

Career Objective

A highly mindful and experienced management coordinator who communicates with clients and employees and coordinates between all sides, as well as my outstanding ability to solve problems and organize between departments, my goal is to gain new experiences through your organization.

Education

Bachelor of Arts - Sep,1997 to May,2000
Are of college / tanta University

Education diploma - Sep,2000 to May,2001
Education college / tanta University

Experience

Supervisor - May,2005 to Sep,2012
Americana / KFC

The beginning of the work was inside the kitchen, then a cashier receiving customer orders, then a supervisor, where he supervised the work and submitted reports to the manager

Restaurant supervisor - Apr,2013 to Jul,2016
Sfc company

The work is a shift supervisor where he supervises the workers and the workflow and receives orders from the suppliers, works the shift schedule and gives vacations .

Customer service officer - Oct,2016 to May,2023
Vox cinema, majed al foutam LLC

Work as a customer service employee by organizing the entry of customers to watch movies, also selling movie tickets through the ticket booth and various foods, solving various customer problems, and then obtaining a distinct and satisfactory reaction for them. Also, there are a lot of tasks that I do, such as following up on IT, internal maintenance, and reporting to the responsible manager .



Profile

Date of Birth : 22,Dec,1978

Gender : Male

Marital Status: Married

Nationality : Egypt

Contact

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Skills

- Work pressure
- Speak English and Arabic
- Positive thinking
- Communication
- Lead the way
- Development talent
- Planning and setting priorities ability
- Strong interpersonal skills

Projects

IT chick list

Make a weekly IT checklist and send an email to the responsible manager .

Health and safety

Follow up the health and safety system in the workplace, and send an email to the responsible manager.

Achievements

the sales

I got first place several times in the volume of sales inside the cinema, whether for food and drinks or movie tickets, and I got direct appreciation from the director and the area manager .

Languages

- Arabic
- English

Interests

- I love sporting practices, and watching movies
- Reading the stories