

# AHMED SAMY ISMAEL

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## OBJECTIVE

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Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.

## EXPERIENCE

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### Branch Supervisor

Redha Al Ansari Exchange L.L.C | Dubai, UAE

Sep 2022 – Jun 2023

- Monitor team performance.
- Ensures teams are meeting Customer Care service level, productivity, quality and Customer Satisfaction requirements.
- Monitor team Quality Assurance levels, to ensure quality standards are met .
- Monitor team capacity and optimally and equitably distribute workload - redeploying staff, as required.

### Remittance Staff / Cashier

Redha Al Ansari Exchange L.L.C | Dubai, UAE

Aug 2021 – Sep 2022

- Customer service and front office operations including Remittance operations. Cash operations, WPS operations, processing all sub products of company.
- Attending customer complaints and reporting the manager/supervisor the nature of complaints received.

### Restaurant Supervisor

Sadaf Group Of Companies L.L.C | Sharjah, UAE

May 2020 – May 2021

- scheduling restaurant staff and delegating tasks
- training, and managing restaurant staff
- ensuring prompt and friendly customer service
- ensuring all staff follow strict personal safety, food safety and food storage guidelines

### Cashier

Sadaf Group Of Companies L.L.C | Sharjah, UAE

May 2019 – May 2020

- Using A Point Of Sale (Pos) System For Transactions
- Accepting Cash Payments And Making Change
- Kept friendly environment and provided good customer services
- Managed as well as solves any customer queries

### Retail Sales Representative

Masterpiece | Tanta, Egypt

Dec 2017 – Mar 2019

- Increased sales by offering advice on purchases and promoting additional products.
- Folded and arranged merchandise in attractive displays to drive sales..
- Used POS system to process sales, returns, online orders, and gift card activations.
- Greeted customers and helped with product questions, selections, and purchases.
- Trained and supervised new employees to use selling strategies and apply best practices.

### Call Center Agent

Orange Egypt | Cairo, Egypt

Jan 2014 – Nov 2017

- Address customer complaints, troubleshoot problems and provide solutions
- Identify opportunities to upsell or cross-sell products and services
- Update and maintain customer accounts and records
- Follow up with customers to ensure their satisfaction and resolve any outstanding issues

## EDUCATION

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### Bachelor Of Accounting

Faculty Of Commerce | Tanta, Egypt

May 2014 – July 2018

## SKILL

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- Communication and Teamwork
- Hard-Working And Eager To Learn
- Self-Motivated
- Ability To Face Problem And Solve It
- Customer support
- Cash Handling
- Documentation And Reporting

## LANGUAGES

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- Arabic
- English
- Hindi
- Urdu

## ADDITIONAL INFORMATION

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- Driving license :- **LMV**
- Visa type :- **Tourist Visa**
- Valid Until:- **26/Sep/2023**