



USAMA ESSAWY ABD ELGAWAD

Customer service - Accountant

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PROFESSIONAL SUMMARY

Driven accountant with eight years of experience specializing in accounting, auditing, budgeting, and payroll for diverse organizations. Advanced knowledge of generally accepted accounting principles and practices. Fosters transparency, understanding, and ownership of financial reports Nonfinancial and operational metrics across the organization—a thorough knowledge of applicable laws, regulations, public finance, and external reporting.

WORK EXPERIENCE

Customer Service / Tele Sales

at Goldmine Marketing Management - In Dubai

Jan 2023 -Now

- Conducted outbound cold calls and email marketing to generate sales.
- Met or exceeded sales targets through strategic sales approaches.
- Provided detailed product information, responding to client queries effectively.
- Maintained client accounts, delivering high-level customer service.
- Utilized CRM tools to track customer interactions and improve sales processes.

Customer Service at Talabat Egypt

Mar 2022 -Dec 2022

- Coordinate with the different stakeholders to measure customer experience performance.
- Collate Periodic customer reviews for the Kitchens regionally and communicate with the different stakeholders.
- Support in the action plan targeted to enhance the customer experience metrics.
- Follow up on the action plans set with the different stakeholders.
- Communicate with the customer in case of challenges with the orders and develop a solution to ensure customer satisfaction.
- Ensure the highest level of customer satisfaction by responding to any customer inquiries or complaints and addressing the same to the concerned brands.

•Birth of date:14/01/1989

•Marital status: Married

•Military status: Finished

•Nationality: Egyptian

•Address: UAE, Dubai, Business Bay

SKILLS

- studied CMA level One.
- Certificated Commercial Excel.
- Certificated in Accounting Principles.
- IBM Certificate in English.
- Beach tree, Quick Books.

PERSONAL SKILLS

- Sportive (champion boxing) & not a smoker.
- Excellent communication & creative personality.
- Prefer teamwork & have self-confidence.
- Ambitious, initiative & have self-motivation.

Customer Service at Vodafone (Red Account)

Oct 2020 -Mar 2022

- Answering questions about a company's products or services.
- Processing orders and transactions.
- Resolving issues and troubleshooting technical problems.
- Delivering information about a company's offers.
- Providing proactive customer outreach.
- Handling customer complaints.
- Collecting and analyzing customer feedback.

El Swafa Company (Real State)

April 2016 -Sep 2020

- Accountant Responsible for Inventory Control, preparing financial statements, customer accounts, and Partner accounts.
- Follow up on supplier movements and the batch movement for each item.
- Make a list of accounts with total expenses and payments at the end of the project.

Oscar Foodstuff Trading (Purchasing accountant)

Oct 2015 -April 2016

- Review the movement of suppliers.
- Update prices with suppliers, As well as the selling price.

ACC-Khamis Saqr Office (Trainee) Feb 2014 -April 2015

EDUCATION

BSc (Accounting) [Good]

Alexandria University – Faculty of Commerce Class 2013

CAREER OBJECTIVE

Seeking a challenging position in a leading organization, knowledge and skills are best utilized to achieve the organization's goals and objectives with ongoing training and development.