

AHMED SAAD



Customer service –Front office

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Qualified Customer Service Representative with over 6 years in fast-paced customer service and call center environments. As a customer service representative I am personable good at building loyal relationships, solving problems, and Increasing Sales. I also excel in listening to customer needs, articulating product benefits and creating solutions that provide value to the customer.

Skills

- Problem solving
- Customer experience
- Exceptional communication skills
- Active listening skills
- Teamwork
- Attention to detail

Education

- Faculty of law, Alexandria University, Egypt
- Bachelor of 2015

Languages

- **Arabic:** mother tongue
- **English:** good

Personal information

- Date of birth:1993/1/22
- Nationality: Egyptian
- Notice period: immediately
- Visa status: visit visa

Work history

- **Customer Service Executive – 2020_2023**
- **Vodafone Egypt**
 - Maintains customer records by updating account information.
 - Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best saluting to solve the problem.
 - Persuading potential customers to buy the product or try the service provided by the company.
- **Hotel receptionist 2017_2020**
- **Al Haram Hotel, Egypt**
 - Welcoming hotel guests in a warm way.
 - Confirmed online reservations and telephone reservations Organize room keys neatly.
 - Answer personal inquiries and phone calls about hotel services.
 - Resolving customer complaints.
 - Coordinate with housekeeping and maintenance staff to comply with guest requests.
- **Casher 2016_2017**
- **Hyper Fathallah , Egypt**
 - You will accept customers when entering or exiting the store. Receiving and serving customers.
 - Review and inspect goods and ensure accurate pricing.
 - Issuance of receipts refunds or change.
 - Inventory and collection of payments either cash or using credit cards.