

Mohamed Ahmad Abdelkader Hassan Aly

Date of birth: 01, Apr. 1996

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Profile

- Dedicated customer service professional with 7 years of experience in assisting customers in various industries. Proven track record of handling customer inquiries, resolving complaints, and ensuring positive customer experiences. Strong communication skills, both verbal and written, with a focus on empathy and understanding. Proficient in using CRM software and handling high-volume calls and emails efficiently.

Education

Degree: Bachelor degree of Administrative Information Systems

Major: Accounting and computer apps

Institution: High Institute of Hotel & Tourism and Computer.

Location: Alexandria, Egypt

Date: 10 – 2014 to 06 – 2018

Work Experience

10/2018 – 02/2019

Cairo, Egypt

Captain Services Careem

Ride Hailing.

- Cultivated relationships with potential clients through cold calling, networking events, and personalized outreach, resulting in a 20% increase in monthly sales revenue.
- Conducted thorough market research to identify new business opportunities and collaborated with the marketing team to develop targeted sales strategies.
- Negotiated contracts and pricing terms with clients to ensure mutual satisfaction and loyalty, leading to a 95% customer retention rate.
- Utilized CRM software to track sales activities, manage client communications, and forecast future trends, streamlining the sales process and increasing efficiency.

03/2019 – 02/2024

Alexandria, Egypt

Agent in customer service Telecom

Egypt

- Assisted customers with inquiries, complaints, and product information, resulting in a 95% satisfaction rate.
- Resolved escalated issues promptly and effectively, leading to a 20% decrease in customer complaints.
- Managed a high volume of incoming calls and emails, consistently meeting or exceeding performance metrics.
- Collaborated with cross-functional teams to streamline processes and improve overall customer experience.

02/2024 – present

Dubai, UAE

Accountant and sales Agent

AlMadiunh AlKhadra Foodstuff Trading LLC.

- Managed financial records for clients, ensuring accurate and timely reporting of financial information.
- Developed and implemented sales strategies to increase revenue and drive business growth.
- Cultivated and maintained relationships with clients to identify their financial needs and provide tailored solutions.
- Prepared financial statements, budgets, and forecasts to assist clients in making informed business decisions.

Skills

- **Communication Skills:** Both verbal and written communication skills are crucial. Mention any experience with public speaking, writing reports, or presenting ideas.
- **Problem-solving:** Employers value candidates who can analyze issues and develop solutions. Provide examples of times you've successfully solved problems, perhaps through projects or work experience.
- **Teamwork:** Being able to collaborate effectively with others is essential. Highlight any team projects you've been part of and your role in achieving team goals.
- **Organizational Skills:** Show that you can manage your time and prioritize tasks. Mention any experience with project management or meeting deadlines.
- **Leadership:** Even if you haven't held a formal leadership position, demonstrate leadership qualities such as taking initiative, motivating others, or leading projects.

- **Adaptability:** Employers appreciate candidates who can adapt to new situations and learn quickly. Provide examples of times you've had to adapt to changes at work or in your studies.
- **Technical Skills:** Depending on the job, include relevant technical skills such as proficiency with software, programming languages, or specific tools/equipment.
- **Customer Service:** If applicable, mention any experience dealing with customers or clients, highlighting your ability to handle inquiries or resolve issues.
- **Analytical Skills:** Show that you can analyze data, interpret results, and make data-driven decisions. Mention any experience with data analysis or research.
- **Attention to Detail:** Employers often look for candidates who can produce accurate work. Highlight any experience where attention to detail was critical.

Strengths.

- **Creative Hobbies:** Activities such as painting, photography, writing, or playing a musical instrument showcase creativity and an ability to think outside the box.
- **Volunteering:** Involvement in community service or charity work highlights your altruism, interpersonal skills, and commitment to social causes.
- **Travel:** Sharing experiences from traveling can demonstrate cultural awareness, adaptability, and an openness to new experiences and perspectives.
- **Reading:** Mentioning specific genres or topics you enjoy reading about can indicate a passion for learning, critical thinking skills, and intellectual curiosity.
- **Technology and Gaming:** Interest in technology, programming, or gaming can highlight technical skills, problem-solving abilities, and a knack for innovation.
- **Outdoor Activities:** Hobbies like hiking, gardening, or camping demonstrate a love for nature, resilience, and a balance between work and personal life.
- **Writing/Blogging:** If you write blogs, articles, or maintain a personal website, it showcases your communication skills, creativity, and possibly your expertise in a particular field.
- **Cooking or Culinary Arts:** Sharing a passion for cooking or exploring different cuisines can demonstrate creativity, attention to detail, and a methodical approach to tasks.
- **Languages:** Learning new languages or practicing fluency in multiple languages can indicate cultural awareness, communication skills, and adaptability.

Listing Languages

- Arabic: Native
- English: Proficient

Extra

- Having UAE residential card Valid to 2026.