

Ahmed Saad

Customer Service / Front Office

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📍 Dubai, UAE

Summary

Dedicated customer service representative with extensive experience in front-office roles, sales, and hospitality. Motivated to ensure customer satisfaction, improve company performance, and drive sales. Proven ability to establish rapport with clients, exceed sales quotas, and maintain high standards of service. Highly reliable, detail-oriented, and skilled in time management and prioritization.

Professional Experience

Nov 2023 – present
Dubai, UAE

Waiter, Al Khaima Heritage Restaurant

- Greet and escort customers to their tables, providing a welcoming atmosphere.
- Prepare tables by setting up linens, silverware, and glasses, ensuring a high standard of presentation.
- Inform customers about the day's specials and offer recommendations to enhance dining experience.
- Take accurate food and drink orders using POS software or memory, ensuring efficient service.
- Serve food and drinks, ensuring timely and accurate delivery.
- Handle bill payments, providing clear breakdowns and ensuring correct charges.
- Comply with health and safety regulations while maintaining excellent customer service.

Dec 2020 – Nov 2023
Dubai, UAE

Sales Executive, Remix Real Estate Company

- engage with clients to understand their real estate needs and recommend suitable properties.
- Present property listings, negotiate deals, and close sales, exceeding targets.
- Build and maintain relationships with clients and prospects to ensure repeat business.
- Provide clients with relevant market information and updates to assist in their decision-making process.
- Collaborate with the marketing and operations teams to deliver exceptional customer service.

Nov 2018 – Dec 2020
Alexandria, Egypt

Customer Service Executive, Vodafone Egypt

- customers with inquiries, issues, and account management in a timely manner.
- Opened new customer accounts, ensuring a smooth onboarding process.
- Promoted products and services through personalized recommendations based on customer needs.
- Resolved customer complaints and issues while maintaining a professional demeanor.
- Supported customers in troubleshooting technical issues and provided solutions to meet their needs.

Education

2019
Egypt

Master's Degree in Law, Alexandria University

2015

Bachelor of Law, Alexandria University

Egypt

Customer Service Excellence
Experienced in maintaining customer satisfaction and handling complaints effectively.

Active Listening Attentive to customer needs and concerns,

Communication
Strong verbal and written communication skills in both Arabic and English.

Team Collaboration
Works well with colleagues to

Attention to Detail Ensures accuracy in order processing, billing, and customer inquiries.

Technical Skills
Microsoft Office Suite : Word, Excel, PowerPoint, Outlook **POS**

Skills

providing timely responses.

Time Management
Efficient in managing multiple tasks in fast-paced environments.
Sales & Negotiation Proven track record in meeting sales targets and building lasting client relationships.

achieve business objectives and improve customer experience.
Problem-Solving
Skilled in identifying issues and providing effective solutions.

Systems : Experienced with POS ordering and payment systems •
Windows Operating System : Comfortable using various software and applications

Languages

Arabic
Native

English
Good proficiency

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