

MAHMOUD MOHAMED REZK ELSHAMY

+9710564373967

mahmoudelsham881@gmail.com

DUBAI, UAE



Professional Summary

Versatile and results-oriented professional with a diverse skill set encompassing finance, education, and customer service. Proven expertise in financial analysis, sales, accounting and teaching. Adept at managing complex tasks, prioritizing effectively, and delivering exceptional results. Strong interpersonal and communication skills, coupled with a keen eye for detail. Highly proficient in Microsoft Office Suite and other relevant software. Committed to contributing to organizational success through dedication, adaptability, and a positive attitude.

Work experience

Receptionist - Emaar Company, Emirates hills, UAE, (October 2024 - Present)

- Efficiently managed multi-line phone system, promptly answering and directing calls.
- Warmly greeted and directed visitors, creating a positive first impression.
- Proactively maintained a clean and organized reception area.
- Accurately managed appointment scheduling and calendar coordination.
- Consistently provided exceptional customer service, resolving inquiries and complaints.
- Successfully collaborated with team members to ensure smooth operations.
- Meticulously handled administrative tasks, including filing, data entry, and mail distribution.
- Adaptively handled unexpected situations and maintained composure under pressure.

Teller - Misr Exchange Company, Egypt (January 2024 - October 2024)

- Exceeded Sales Targets: Consistently achieved and surpassed monthly sales quotas, contributing to a 15% increase in branch revenue.
- Managed Diverse Transactions: Efficiently processed a wide range of transactions including cash deposits, withdrawals, and foreign currency exchange.
- Enhanced Customer Satisfaction: Provided personalized service to a diverse customer base, resolving inquiries and complaints promptly.
- Adhered to Compliance Standards: Strictly followed bank policies and procedures to ensure regulatory compliance.

Call Center Agent | Nestle Company, Egypt | 2017-2019, 2023-2024

- Exceeded Customer Satisfaction Targets: Consistently achieved and surpassed customer satisfaction targets by actively listening to customer concerns and resolving issues promptly.
- Managed High Call Volume: Efficiently handled a high volume of inbound and outbound calls, maintaining a high level of accuracy and professionalism.
- Utilized CRM System: Proficiently used the company's CRM system to track customer interactions, identify sales opportunities, and improve customer experience.
- Contributed to Process Improvement: Actively participated in process improvement initiatives, suggesting innovative solutions to enhance operational efficiency.

Accountant - El-shams Co. for Constructions (2021-2022)

- Prepared and audited financial records.
- Generated financial reports.
- Managed accounts receivable and payable.

Sales Professional, Almarai Company, Egypt (2019 - 2020)

- Developed and maintained strong relationships with key customers
- Provided excellent customer service and support
- Successfully launched new products or services
- Contributed to team goals and objective

Educational background

Bachelor of Commerce (English Section) Business Administration

- Kafr El-Sheikh University | 2021
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Professional Development

- International Computer Driving License (ICDL) Certificate
 - English Language Training Course
 - Human Resources Training Course
 - **SIRA** License (Security Industry Regulatory Agency)
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Professional Skills

Soft Skills

- Effective Communication: Articulate verbal and written communication skills.
- Strong Interpersonal Skills: Ability to build rapport and maintain positive relationships.
- Problem-Solving: Proactive approach to identifying and resolving issues.
- Time Management: Efficient prioritization and task management.
- Organizational Skills: Meticulous attention to detail and accuracy.
- Adaptability: Flexibility to adjust to changing circumstances.
- Teamwork: Collaborative approach to achieving shared goals.

Hard Skills

- Sales Expertise: Consistently achieved sales targets through effective customer engagement and strategic selling techniques.
 - Customer-Centric Approach: Built and maintained strong relationships with key clients, ensuring exceptional customer satisfaction and loyalty.
 - Technical Proficiency: Proficient in Microsoft Office Suite (Word, Excel, PowerPoint).
 - Administrative Skills: Experienced in phone system operation, appointment scheduling, data entry, and filing.
 - Financial Skills: Knowledge of cash handling and financial accounting principles.
 - Educational Expertise: Skilled in teaching, tutoring, and curriculum development.
 - Marketing and Sales: Proven ability to market products and services.
 - Project Management: Effective planning, execution, and monitoring of projects.
 - Security Clearance: Possess a valid Security Industry Regulatory Agency (SIRA) License.
 - Language Proficiency: Fluent in English.
 - IT Certification: Certified in International Computer Driving License (ICDL).
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Language

- **Arabic:** Native
- **English:** Advanced