

# CURRICULUM VITAE

Ismael Faisal Ahmed

Ajman, United Arab Emirates | Somali Nationality

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## Professional Summary

Customer service professional with proven experience in sales, client relations, and social work. Skilled in managing multicultural interactions, resolving complaints, and delivering exceptional service. Proficient in Microsoft Office Suite, CRM systems, and data management. Multilingual with fluency in Arabic, English, Hindi/Urdu, and Somali.

## Education

Salman Al Farsi Private School - Graduated 2023

## Professional Experience

### Sales & Customer Service Representative

Golden Sands Cargo & Domue Al Ward Shop (2022-2023)

- Provided outstanding customer support and effectively resolved complaints.
- Boosted sales by understanding customer needs and offering tailored solutions.
- Built strong client relationships and collaborated with team members.

### Part-Time Customer Service Representative

Various Medical Clinics (2021-2022)

- Assisted patients with appointments, inquiries, and service coordination.
- Maintained confidentiality and ensured smooth clinic operations.

## Volunteer

Al Ihsan Charity (2020-Present)

- Supported community programs and distributed essential supplies.
- Assisted with event coordination and administrative tasks.

### **Key Skills**

- Customer Service: Multilingual, conflict resolution, and client relationship management.
- Technical: Microsoft Office Suite, CRM tools, and data management.
- Interpersonal: Time management, teamwork, and cultural adaptability.

### **Languages**

Arabic (Native), English (Fluent), Hindi/Urdu (Proficient), Somali (Native).

### **Hobbies & Interests**

Football, swimming, running, volunteering, and cultural exploration.