



# Ahmed Ezzat Ahmed Mohamed

More than five years of experience working as a sales executive and two years of experience working as technical support in IT career. I introduce myself to your organization to be an effective part of your team.



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Abu Dhabi, United Arab Emirates

## Training Courses

- English from "language institute" level 11
- ICDL
- Windows server 2012 (MCSA) Microsoft network Essentials
  - Configuring windows 8.1
  - Installing and configuring windows server 2012
  - Administering windows server 2012
  - Configuring windows server 2012 services
- CISCO(CCNA) Routing & Switching
- Microsoft Exchange Server
  - Core solutions of Microsoft exchange server 2013
  - Advanced solutions of Microsoft exchange server 2013

## Education

### BACHELOR OF MANAGEMENT INFORMATION SYSTEMS

Higher Institute of Computer and Information systems  
May 2004 to Sep 2008

## Personal Data

**Nationality:** Egyptian  
**Marital Status:** Single  
**Military Status:** Done

## Experience

### FRONT LINE ASSOCIATE

GCC Exchange  
10/11/2022 to Present

- Ensuring transactions are completed in an efficient manner with a high level of accuracy
- Open / close branches as required and ensuring all tasks and checks are completed
- Follow compliance procedures, company policies and abides by all health and safety guidelines as per company standards
- Performs administrative tasks such as filing, generating reports and maintaining mail correspondence
- Provides support and information to customers, over the counter and by phone
- Buy or sell foreign currencies or value on the foreign exchange market on your own account or on behalf of a customer or institution in order to make a profit.
- Enter customers' transactions into computers in order to record transactions and issue computer-generated receipts.
- Receive checks and cash for deposit, verify amounts, and check accuracy of deposit slips.
- Receive and count daily inventories of cash, drafts, and travelers' checks

### HELP DESK AGENT

Lari Exchange  
18/9/2021 to 30/06/2022

- Buy or sell foreign currencies or value on the foreign exchange market on your own account or on behalf of a customer or institution in order to make a profit.
- Enter customers' transactions into computers in order to record transactions and issue computer generated receipts.
- Receive checks and cash for deposit, verify amounts, and check accuracy of deposit slips.
- Receive and count daily inventories of cash, drafts, and travelers' checks.
- Cash checks and pay out money after verifying that signature are correct, that written and numerical amounts agree, and that accounts have sufficient funds.

# Computer Skills

- Professional using Microsoft Office suite.
- Internet

# Language Skills

**Arabic:** Mother Tongue

**English:** Very good in both writing and speaking

# Personal Skills

- Good team player, flexible, able to work under stress.
- Strong ability to coordinate effort to meet goals, meet deadlines
- Productive and has efficient work habits.
- Aggressively seek business opportunities and close the deals.
- Can Easily Adopt a New Situations, logical, hard worker, goal oriented and Fast Learner
- Work effectively in a complex and ever changing environment.
- Have a high command of interpersonal, & peoples skills.
- Willing to travel and relocate within the job.
- Have hands-on administration experience.

# Experience

## CUSTOMER SERVICE AGENT

UAE Exchange

01/7/2017 to 01/9/2021

- Executed customer transactions regarding cash, money orders and money exchange.
- Proficient in exchanging 30 different currencies.
- Maintained balancing record with 100% rate of accuracy.
- Proficient in using computers and other office equipment.
- Exceeded monthly sales goal.
- Recorded amounts received and prepared reports of transactions.
- Processed exchange and foreign currency.
- Performed all duties as assigned by supervisor.

## IT SOLUTIONS

MICROLAP Solutions CO

1/4/2015 to 1/4/2016

- Installing and configuring windows server 2008 - windows server2012.
- Repair computers and printer's software and hardware.
- Configuration for switch and router
- Coordinate with other departments about updating system
- Domain and Active Directory and Group policy

## CUSTOMER SUPPORT AT AUTHORIZED DISTRIBUTOR T-DATA

Mega TECH CO

1/1/2014 to 1/3/2015

- Sending and receiving mails make reports about other departments.
- Installing and configuration exchange server 2013
- Software and hardware for computers – printers

## SALES EXECUTIVE

Master for cosmetics

Mar 2010 – Dec 2014

- Studying the product, identify the sales key for each product and brand
- Studying the market price and hot items
- Supporting the procurement department and management to get the best price and hot items
- Making good relation with the potential customer and increase their sales
- Selling of cosmetics, shampoo and perfumes
- Find and contact potential customers
- Keep sales records and make reports
- Keep contact with the customer
- Advice managers and stuff with client need.
- Negotiate terms of sales
- Making weekly promotion
- Putting sales & marketing short term plan and long-term plan with the general manage