



AHMED ADEL

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Education

Kafer-Elshikh

Bachelor's degree in Management Information Systems
10/2012 : 10/2016

Objective

Experienced in customer service and sales seeking to leverage expertise in several areas to contribute to the success and growth of company. Dedicated to delivering high quality work and exceeding expectations in relevant tasks and responsibilities.

Experience

IKEA Al-Futtaim (UAE/Dubai)

02/2021 - Present

Sales Representative

- Greeting customers.
- Responding to questions and giving information to the customers.
- Sharing product knowledge with customers.
- Providing recommendations to customers.
- Preparing merchandise and designing displays.
- Maintaining a clean and tidy space.
- Hands-on experience in helping retail sales and customer service.
- Learning how to organize multitask and manage time.
- Learn on the job regarding the best practices in retail.
- Exposure to the retail industries and its various responsibilities.

Belhasa driving center (UAE/Dubai)

01/2019 - 01/2021

Customer service

Customer service responsibilities :

- Assisting Customers: Helping customers with inquiries, orders, complaints, and other issues.
- Providing Information: Offering product or service information, pricing details, and policies.
- Resolving Issues: Addressing customer complaints and finding solutions to

ensure satisfaction.

- Handling Transactions: Processing orders, returns, refunds, and payments accurately.
- Maintaining Records: Keeping records of customer interactions, transactions, and feedback.
- Communicating: Liaising with other departments to resolve complex issues and provide feedback on customer concerns.
- Continuous Improvement: Identifying areas for improvement in products, services, or processes based on customer feedback.

Skills:

- Proactivity
- Excellent communication and interpersonal skills
- Problem solving skills
- Good command of English language.
- Good command of Arabic language.
- Analytical Skills.
- Effective Communication

ASFOUR Crystal (EGYPT)
Sales Representative

12/2016 - 10/2018

Responsibilities:

- Serves customers by helping select products.
- Drives sales through engagement of customers, suggestive selling, and sharing product Knowledge.
- Greets and receives customers in a welcoming manner.
- Responds to customers' questions.
- Greeting customers.
- Responding to questions and giving information to the customers sharing product knowledge with customers.
- Providing recommendations to customers.
- Maintaining a clean and tidy space.
- Assisting with inventory.

- Handling refunds and returns.
- Handling customer complaints.
- Alerting management of potential security issues.

Raya Store (EGYPT)

01/2012 - 08/2016

Assistant technician phones and pc (Part time)

Responsibilities:

- Hardware Repair.
 - Software Troubleshooting.
 - Virus and Malware Removal.
 - Data Recovery.
 - Networking.
 - Customer Service.
 - Upgrades and Maintenance .
 - Quality Control.
 - Documentation.
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Skills

- - Computer and technical skills
- Excellent knowledge of IT, Windows, and Internet browsing
- Very good knowledge of Word
- Very good knowledge of Excel and PowerPoint
- Fair knowledge of access
- Good command of English (written spoken)
- Good Writing and Reply Mails
- Communication
- Empathy
- Active Listening
- Problem-Solving
- Patience
- Time Management
- Teamwork

Reference

Available upon request

Language

Arabic, English

<i>Nationality</i>	Egyptian
<i>licenses</i>	UAE Driving license (Dubai) valid until 01/2029
<i>Certifications</i>	- ICDL - Prepare yourself for a career in sales 08/2021 - Asking Great Sales Questions 08/2021 - Sales foundations 08/2021 - Soft Skill for Sales Professionals 08/2021 - Handling Objection 08/2021 - Sales Negotiation 08/2021 - Inventory Management from Hp Foundation 04/2023 - IT for Business Success from Hp Foundation 04/2023 - First Aid
<i>Trainings</i>	- Customer service - Control management
<i>Declaration</i>	I hereby declare that all the information provided above is correct and this is what I have come up with so far.