



AHMED ABOUZIED

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EMAIL

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Objective

- To build up my own carrier as one of the lines team with an international it is with great interest that I am forwarding my CV/Resume for your consideration.
- My record of academic achievements and professional career history, demonstrates attributes that make me a valuable employee.
- My CV/Resume is enclosed to provide you with details of my skills and accomplishments, but I am certain that a personal interview would more fully reveal my desire and ability to contribute to your organization.
- Thank you for your time and consideration, and do not hesitate to contact me if you have any questions.

High Lights

- Can speak 3 languages fluently, (Arabic, English and Italian).
- Computer literate (Microsoft Office, POS and Internet).
- Trained in Galileo (Reservation and Ticketing). In aviation college in Dubai.
- Can teach Geography Subject in Elementary and Secondary Level.
- Microsoft Office (Word, Excel, Access, Power point & Outlook) Up to 2007 Version.
- Internet (Fluency in Access to All Webs. In UAE).
- Fast keypad Typing English & Arabic.

From: 25 July 2012 up to Present

• DUTIES & RESPONSABILITES:

- Prepare real state closing statement.
- Find projects to my company with other investors.
- To achieve, organize, control & monitoring customer sales targets and marketing goals of the company.
- Supervising and monitoring the staff in the customer service department.
- Follow up our projects and handling the complains.

**MARKTING&CUSTOMERSERVICE
SUPERVISOR: ALDAR PROPRTIES**

From :October 2010 up to 01 July 2012

• DUTIES & RESPONSABILITES:

- Responsibility of supervising and monitoring the staff in the customer service department.
- Maintaining the reports for improvement in customer service on the basis of the feedbacks provided by the clients.
- Understanding customer problems and taking necessary actions for its solution.
- Highlight to customers the legal requirements covering their needs.
- Complete administration accurately and effectively.
- Communicate with all polices station in UAE for open and follow up new cases.
- Prepare real estate closing statements and assist in closing process.
- To achieve, organize, control & monitor customer sales targets and marketing goals of the company.

Experience

**CUSTOMER SERVICE – SUPERVISOR:EMAAR
GROUPS**

From October 2008 up to September2009

• DUTIES & RESPONSABILITES:

- Communicate with all polices station in UAE for open and follow up new cases.
- Communicate with execution section employer and follow up decisions.

- Communicate with all government departments in UAE. (Department of Labor, Emigration, Chamber of commerce, Department of Economic & MunicipalityEtc.).
- To achieve, organize, control statements and assist in closing process.
- Handling complains and gives decision.
- Train the staff.

- **CUSTOMER SERVICE /TRAINER:** Customer service (MOE branch, UAE, DUBAI).
UNDER AL FUTTAIM GROUP, DEC.2007 up to Aug 2009.

▪ **DUTIES & RESPONSABILITIES :**

- Acting as the co-ordinate between the staff and the management.
- Follow up complains.
- Helping in mall operation.
- Train the staff.
- Giving quires & information about the company.
- Giving full assistant to the customer of their needs and wants.
- **I been in Kuwait to train the staff in customer service.**

TRAINING

- **SAFETY HEALTH TRAINING:**conducted by majid al futtaimcompany.
- **BASIC SALES SKILLS:** conducted by aldar properties.
- **GALILIO TRAINING:**conducted by aviation college, Dubai.
- **QUALITY SERVICE TRAINING:**saleh bin lahej for hospitalitydivision.
- **BASIC FOOD HYIGEN:**saleh binlahej hospitality division.
- **PERSONAL ADMINSTRATION:** al shroukschool, Egypt.

EDUCATION

- **BACHELORY OF ARTS DEPARTMENT OF GEOGRAPHI SPECIALIZETOPGRAPHI.**
- **DATE FINISH:**JUNNE, 2003, AL MENOFIYA UNIVERSITY , EGYPT.

PERSONAL PROFIL

- **DATE OF BIRTH:** JAN, 1, 1983.
- **NATIONALITY:** EGYPTIAN.
- **CIVIL STATUES:** MARIED.
- **VISA STATUES:**RESIDENCE VISA.
- **PASSPORT NO:**727528.
- **DRIVING LISENCE:**HAVE ALIECENCE.AND CAR.

References

- Available upon request.

• **APPLICANT: AHMED ABOUZAIID.**