

Ahmed

Mohammed



Contact

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Languages

Arabic- Native

English- B2

Russian-A1

Hobbies:

Fixing & manufacturing electronics and machines

Learning languages

Summary

Passionate about strategic management who is looking forward to have an entry level position in management related fields in "real estate ,hospitality, or manufacturing industry", details oriented, always aim for excellence, top achiever, with experience in banking and customer service, have the ability to be the business wildcard because of my commitment and continuous improvement.

Skill Highlights

- Customer service
- Microsoft Excel, PowerPoint, word, outlook
- Language learning
- Top achiever in school, university, & work
- Banking
- CRM tool
- Passionate about Project & strategic management
- Digital marketing "Google "

Experience

Alex Bank trainee 07/2018 to 08/2018

Air defense forces (North Sinai)10/2019 to 12/2020

Teleperformance (English Premium Emirate account of **du** company 01/2021 till July.5 2021

- Learned how to deal with different tools (7 tools) such as CRM in addition to financial tools related to customers bills
- Dealing with foreign customer from Europe, Asia, America and Latin countries .
- Solving angry customers problems using the current tools and handling skills
- Helping customers choosing from the different products available .
- Top achiever

Education

• Bachelor of **Business Administration** (English section) – **Mansoura University**

• cumulative Grade : Very good

• Major year grade : Excellent

Certifications

• Digital marketing from **Google**

• Best job ad **Volgograd institute of management**

• online Excel course **Marref platform**

• Project management in progress...