

# Abdullah Mohamed Gamal

Production Technician



## Address

Al Rashidya- Dubai - United Arab Emirates

## Phone

971502451574

## E-mail

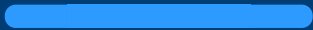
Abdullahgamal902@gmail.com

## Skills

### Visual product inspections



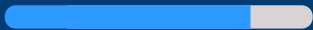
### Production equipment operation



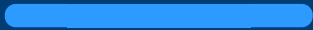
### High-volume manufacturing experience



### Team Player



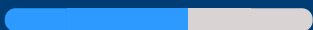
### Production documenting



### Customer service expert



### Communication Skills



### Problem solving



## Languages

English : Basic

Arabic : Fluent

10 years working for a pharmaceutical company and a warehouse officer , and i have experience in customer service 2 years as part time

## Education

September, 2005 - GENERAL SECONDARY  
Al Ramadi School  
September, 2009 Aswan \_ Egypt

## Work Experience

January, 2022 - present, Customer service  
Burjeel  
- Review with customers by telephone to track their health.  
- Response to any query concerning Kofid 19 and analyses PCR.  
- Follow-up with customers in case of any of them with Covid 19.  
- Sending daily reports to the Customers section.  
AbuDhabi , United Arab Emirates

November, 2015 - October, 2022 Production Technician  
Cid Chemical Manufacturing Company  
- Identified and reported potential areas of risk or concern and assisted with creating and implementing practical solutions.  
- Verified and approved finish products at final batch release stage through visual inspections.  
- Maintained a clean, safe working environment by adhering to 5S protocol to mitigate health and safety risks.  
- Carried out meticulous setting changes between products, ensuring correct machinery configuration.  
- Accurately set stops and guides to desired length, as instructed in job specifications.  
Ciro , Egypt

August, 2013 - September, 2015 Customer service  
Xeed Company  
- Customer service in the Ghabbour Auto.  
- Handles all incoming calles.  
- Reservation of Car maintenance date.  
- Give all customer all informations about car's prices and spare sports.  
Cairo , Egypt

November, 2011 - June, 2013 Waiter  
Spectra Restaurant & Cafe  
- Assisted customers with food and drink selection, knowledge of current specials and possible

- Prepared selected menu items at diners' tables, including carving meats, boning fish and presenting flaming dishes.
- Checked menus to verify current selection availability, updating accordingly to avoid customer disappointment.
- Checked in with customers during meals, ensuring orders were received correctly and met guests' expectations.

*Ciro , Egypt*

August,  
2009 -  
June, 2011

#### Cashier

#### Hyperone

Processed sales, exchange and refund transactions efficiently to reduce customer waiting times.

- Answered questions about store policies and concerns politely and professionally, supporting positive customer experiences.
- Handled cash and card payments with precision, maintaining customer confidentiality and discretion throughout.
- Assisted customers with additional needs in transporting goods to vehicles, elevating client service.

*Ciro , Egypt*