



ZIAD AHMED TOLBA

CUSTOMER SERVICE

PROFILE

To be part of a respected organization where I can develop and enhanced my knowledge and contribute to its growth by sharing my skills in an organization. To pursue a career, this will develop my skills and potentials.

CONTACT

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+971 555635805

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ziadtolba2020@gmail.com

PERSONAL DATA:

Name : Ziad Ahmed Tolba
Address : Dubai .
Mobile : +971 555635805
Nationality : Egyptian
Military service : Exempted
E-mail : ziadtolba2020@gmail.com
Licence : Egyptian Licence
Visa status : Own Visa

Language Spoken:

- ❖ Arabic (Mother Tongue)
- ❖ Fluent English (Written & Spoken)

EDUCATION

ZAGAZIG UNIVERSITY

Graduation Year: 2012
Faculty of Commerce - Accounting

WORK EXPERIENCE

HOME CENTRE - Customer Service & Sales Associate

2018 – 2022 [4YEARS]

Ask questions to understand the customer's needs, showing the customers all the suitable options of the product they are looking for, checking our stocks in store & warehouse & All our other showrooms in the whole UAE on our system to get the stock wherever it was for the customer, provide the customer the best customers service by solving all their problems & make them happy with our services.

DU COMPANY – Customer Service & Sales Representative

2016 – 2018 [2 YEARS]

2 years working experience in (Endless) for data entry and at the customer service as well, on the Du company project.

SALEH BIN LAHEJ – Customer Service

2014 – 2016 [2 YEARS]

2 years receptionist working experience in (Saleh Bin Lahej) company, Dubai Al Garhod as a call center & customer services Chillis brand.

SKILLS

- ❖ **Work well under pressure as part of a team.**
- ❖ Skilled in handling the public with diplomacy and professionalism.
- ❖ Excellent verbal and written communication skills.
- ❖ Perform assigned tasks with great responsibility.
- ❖ Able to catch up modern technology especially in the field of computers and networks.

Declaration:

I hereby declare that the above furnished information is true and accurate to the best of my knowledge and declare that if I am appointed, I will discharge my duties to the entire satisfaction of my superiors.