



# MAHMOUD SAMY MOHMED EBADA

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## PERSONAL INFORMATION

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- Date of Birth: 17/10/1989
  - Marital Status: Married
  - Military Status: Exemption

## OBJECTIVE

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Seeking a job at a reputable company where my background and my experience can be well utilized.

## EDUCATION

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- Tourism and Hotels faculty  
Helwan university
    - Guidance Department

## SKILLS

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Computer Skills:

- Good Knowledge of Excel and word
- Very Good Knowledge of Microsoft Office.
- Good knowledge of Surfing Internet.
- Very Good Knowledge of Hardware.

## Language Skills:

- Native language Arabic
  - Good command of both written and spoken English
- Deutsch: Intermediate (level5)

## Courses

- Amadeus
- Galileo
- Excel
- Deutsch
- ICDL

## EXPERIENCE

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### **MERIT Bazar and Phila Bazar, Sales (2007-2010)**

[HTTPS://WWW.MERITBAZAR.COM](https://www.meritbazar.com)

#### **Sales Man**

- Putting strategies and business plans for expected future and study
- Making daily, weekly, monthly schedule identifying strengths& weaknesses points, reporting to top management
- Assist the tourists in leading, directing and motivating the sales steam in order to achieve the overall sales objectives.
- Assist the Sales Manager in revising and implementing the sales strategies plans.

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### **ETISALAT EMIRATES, Customer Service Dept (2011-2014)**

[HTTPS://WWW.ETISALAT.AE](https://www.etisalat.ae)

#### **Customer Advisor**

- Managing client communications to provide a high quality of customer service.
- Assists client and provide the necessary information to resolve their problems.
- Answers inquiries by clarifying desired information; researching, locating, and providing information.
- Maintains call center database by entering and verifying information; updating contact log
- Sells additional services by recognizing opportunities to up-sell accounts; explaining new features.

### **One Card Website, Customer Support (2014-2016)**

[HTTPS://WWW.ONECARD.NET](https://www.onecard.net)

#### **Customer Advisor as shift manager**

- Managing client communications to provide a high quality of customer service.

- Assists client and provide the necessary information to resolve their problems.
- Answers inquiries by clarifying desired information; researching, locating, and providing information
- Assist customers in making cost effective and correct use of it.

#### **AI MOSAFER Travel Agency, Travel Consultant (Jan 2017-Till Now)**

- Handling customers' requests for Flights/ Hotels / packages changes, cancellations & upgrades.
- Interacting with the airlines for schedule changes, compensations and refunds.
- Highlighting the escalations raised because of any supplier, hotel or an Airline.

[HTTPS://WWW.AL  
MOSAFER.COM](https://www.almosafer.com)

#### **Fraud Specialist at SEERA Group (Jan 2018-Till Now)**

- Monitor accounts and transactions regularly to identify any fraudulent activities.
- Supervise Fraud Analysts to identify and investigate fraudulent activities.
- Perform fraud investigations and submit reports to the concerned manager.
- Investigate any suspicious activity and report to management immediately.
- We review the **chargeback** and takes Actions.

[HTTPS://WWW.SEE  
RA.SA](https://www.seera.sa)