

Mahmoud Mokhtar Ibrahim

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- Visa Status : Employment visa
- Address : Dubai, UAE
- Date of birth : 10th Aug 1989
- Nationality : Egyptian

CAREER OBJECTIVE

I am seeking an Experienced (Non-Manager) Level, challenging position and to gain practical experience. Gradually, I hope I can fulfill my ambitions, utilize my acquired skills in order to apply them in my workplace to merit everyone's trust.

EDUCATION

Management information system, Modern Academy, Cairo.

SKILLS

Language Skills

- Arabic: Mother Tongue
- English: Fluent
- Russian: Good
- German: learning

Computer Skills

- Microsoft Excel
- Microsoft Outlook
- Microsoft PowerPoint
- Microsoft Word
- Internet research skills.

TRAINING

successfully Completed a training program at ITI EduEgypt.

The training duration was nine months, **260 hours**. The course content included the following modules:

- Customer service
- Western culture
- Attention to detail
- Communication skills
- Business writing
- Listening skill
- Voice and accent
- Numerical ability
- Presentation skills

WORK EXPERIENCE



Four Points by Sheraton - Sheikh Zayed road *since February 2019 Till Present*
Front Office Representative

- Greet and welcome guests as soon as they arrive at the office.
 - Direct visitors to the appropriate person and office.
 - Answer, screen and forward incoming phone calls.
 - Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures).
 - Provide basic and accurate information in-person and via phone/email.
 - Receive, sort and distribute daily mail/deliveries.
 - Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges).
 - Order front office supplies and keep inventory of stock.
 - Update calendars and schedule meetings.
 - Arrange travel and accommodations, and prepare vouchers.
 - Keep updated records of office expenses and costs.
 - Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing.
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Etisalat Misr *since March 2016 Till June 2018*
Sales Agent

- Offering company products and achieving the communicated KPI's.
 - Achieving the monthly communicated target and exceed it.
 - Focusing on selling the high value products such as the postpaid lines, Handsets, Corporate accounts, ADSL and Data.
 - Handling the customers Inquiries, Complaints and follow up with them.
 - Achieve the company directions.
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Emaar Egypt *since December 2014 Till February 2016*
Sales Executive

- Generate client leads to buy, sell, and rent property.
 - Counsel clients on market conditions, prices, and mortgages.
 - Create lists for real estate sale properties, with information location, features, square footage, etc.
 - Show properties to potential buyers and renters.
 - Present purchase offers to sellers.
 - Facilitate negotiations between buyers and sellers.
 - Review purchase contracts to ensure terms are met.
 - Promote properties with ads, listings, and open houses.
 - Maintain real estate license and knowledge.
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Helnan Marina Sharm *since January 2013 till November 2014*
Front Office Representative

- Greet, register, and assign rooms to guests of hotels.
- Make and confirm reservations.
- Record guest comments or complaints.



Mobinil *since July 2011 till November 2012*
Sales Executive

- Achieve the company directions.
- Achieve a highly satisfaction and loyalty for the customers..
- Communicate the store figures and setting plans to achieve the communicated target.
- Coordinate between a various departments to ensure delivering the work results.
- Archiving the daily work tasks and reports.

PERSONAL PROFILE

- Excellent Interpersonal & Analytical skills.
- Excellent Communication skills, Presentation Skills & E- Mails.
- High problem solving and conflict resolution skills.
- Excellent Organizational skills and ability to multitask.
- Fast learner who possesses initiative and persistence.
- Ability to work for long continuous hours and under stress.
- Solid public relations and customer service skills.
- Self-motivated, energetic, enthusiastic, team-oriented & flexible.
- My favorite Hobbies are Reading and Sports.