



# Ahmed Elshafey

**Address:** Dubai, United Arab Emirates

**Email:** [elshafie710@gmail.com](mailto:elshafie710@gmail.com)

**Phone:** +971 (0) 569506274

**Date of birth:** 22/03/1996

**Nationality:** Egyptian

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## OBJECTIVE

I am seeking for a challenging position in your organization where I can work in stimulating environment that will enable me to enhance and improve my knowledge and skills to serve the organization.

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## WORK EXPERIENCE

11/2018 - 11/2020

### QC – Lab Engineer, C.E.L, Egypt

Responsibilities:

- Responsible about soil mechanics tests.
- Planning and executing product and material testing, compliance with manufacturing standards.
- Evaluating of mix designs for all concrete mixes.
- Training the lab employees to improve their knowledge about lab equipment and tests.

01/2016 – 04/2018

### Call Center Agent, Next 7, Egypt

Responsibilities:

- Answer incoming calls and respond to customer's emails.
- Management and resolve customer complaints.
- Identify and escalate issues to supervisors.
- Provide product and service information to customers.
- Sell products and place customer orders in the computer system.

11/2014 – 12/2015

### Salesman, Elshafey Electricity Tools Store, Egypt

Responsibilities:

- Greet people who walk in the store; respectfully ask if they need assistance.
- Provide educated recommendations based on customer's needs and objectives.
- Assist customers in finalizing the purchase of the product and make sure customer is given a receipt and exact change.
- Attend to all requests for refunds, customer complaints, and other product-related issues.
- Review the products stock and send a request for requisition, if needed.

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## EDUCATION

**Bachelor of Geophysics Science**, Mansoura University 2014 - 2018

## CERTIFICATION

**Certified as HSE Specialist**, Institute of Occupational Safety and Health 10/2020

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## SKILLS

- Microsoft Office package: Word, Excel, Power Point
- Customers service
- Communication Skills
- Time Management
- Adaptability
- Quick thinking
- Problem-Solving

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## LANGUAGES

- Arabic: **Native**
- English: **Good**

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## INTERESTS

- Programming

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## REFERENCES

Available Upon Request

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