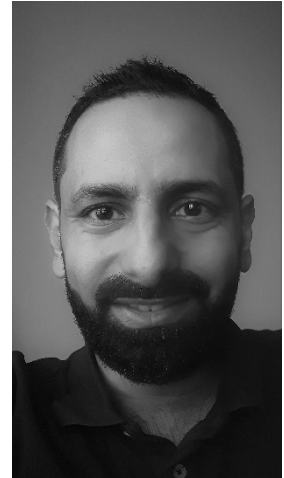


KHALED AHMED EL TOUKHY



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Human Resources department,

I would like to introduce myself to your corporation as I am enthusiastic and keen in pursuing a career with you.

I am a professional individual with excellent communication and organizational skills, office and administration skills and interpersonal skills, submitting my letter of application and resume for your kind review.

May my personal attributes, skills, qualifications, background and experience fulfill the requirements for the position within your establishment. I enjoy working with others in great team spirit I am hard working, responsible, reliable, motivated and caring person.

I look forward with interest to your reply and the opportunity of being granted an interview.

Yours sincerely,

Khaled El Toukhy

PERSONAL DETAILS

Date of Birth	26 AUG 1980
Place of Birth	Damascus - Syria
Nationality	Egyptian - half Syrian
Visa	Residence (Emirates Airline)
Languages Spoken	Arabic as mother tongue. English (speaking, reading & writing)

EMPLOYMENT HISTORY

EMIRATES AIRLINE

Dubai – UAE
Senior Customer Service Consultant and Coaching
Jul 2007 to Aug 2020

Duties and Responsibilities:

Communicating with customers and other departments such as departure control to offload passengers, report credit cards/payments, creating good relation with customers, using mars and other reservation and ticketing systems, issuing travel documents, handling all customers' requests and complaints such as information related to forwarding of mails packages or pets through the airline with countries restrictions and declarations needed charges using tiamitic system import/export filter with city codes and nationality, aware of TMS, applying daily/weekly reports and promote special services, coaching and mentoring new joiners and provide solutions including activities and progress reports to make sure they are fully equipped to perform.

ORBIT SHOWTIME NETWORK OSN

Dubai – UAE
Customer Service Agent/Key Account Business Associate
Aug 2004 to Mar 2007

Duties and Responsibilities:

Handling new activation creating good relation with customers individuals and corporate accounts, finishing day-to-day work according to the deadlines of each task, handling all customers' requests and complaints and applying daily & weekly reports to the management, well-mannered telephone replaying, communicating with all the departments and searching for new customers in order to promote the company's services to increase the revenues.

Arab Radio and Television art

Dubai – UAE
Customer Services Representative
Mar 2004 to Jul 2004

Duties and Responsibilities:

Creating good relation with corporate account, handling all requests and complaints , coordinating with all departments in order to solve issues and searching for new customers in order to promote the company's services

COMPUME MEGA STORE

Dubai – UAE

Sales Executive

Aug 2002 to Mar 2004

Duties and Responsibilities:

Data entry, updating sales, inventory and products details of local and imported brands & constant follow up with warehouse, deal with customers in all fields, preparing and sending invoices for the sold goods to local distribution warehouse and export market customers, copies of such invoices are transmitted to finance for collection, preparing and submission of various reports pertaining to shipments, Import/Export documents follow up with vendors, clients and distributor warehouse. Cash Management, staffing logistic and warehouse.

MARRIOTT HOTEL

Dubai – UAE

Marketer Vacation Club International

Dec 2001 to Apr 2002.

Duties and Responsibilities:

Handling all reservations paper work, Filling, Handling client's requests , Prepare internal schedules for reservations/ accommodations and the monthly management reports.

AMWAJ ADVERTISING

Dubai UAE

Outdoor survey and sales

From Feb 2000 to Jul 2001.

Duties and Responsibilities:

Plane survey for small areas industrial map for Al Qouz area Dubai and Sharjah industrial areas, Follow up the artwork and collection.

Dubai Chess and Culture Club

Dubai UAE

Organizer outdoor activity

Nov 1997 to Aug 2001. (Part Time).

Duties and Responsibilities:

Organize Chess capitations and Festivals, Receive International Players and guests to the club and gave all the hospitality needed running the chess show AL Muraqabat st. DSF.

EDUCATION:

Bachelors of Arts (Geography studies)
Beirut Arab University, Beirut – Lebanon
Graduation year: Summer 2003

Geographic studies including survey studies plane, geodetic and photogrammetric details of distance survey ways such as chain and sketch.

Practical on Clinometers and contour interval. Urban maps geographic studies of settlement

SKILLS

- Excellent communication skills.
- Enthusiastic and hardworking attitude quick in grasping new concept.
- Emirates driving license car/motorcycle + car.
- Computer skills: arc view program, Windows, Microsoft Office (Excel, Word, PowerPoint and Outlook).
- TMS knowledge.

Courses Completed:

- Aviation Security.
- Examining travel documents.
- Protections information system.
- Air Carriers Access - Act USA Regulations.
- Introduction to Emergency Call Center.
- Protecting Payment Card Information.
- Business Excellence: The Fundamentals of Quality.
- Environmental Management System.
- Supporting Grieving People at Work.
- The art of innovation.
- Sense of security
- The art of Team work
- Employee Assistance (Stress, Anger Management, Alcohol & Drug Dependency, Depression, Relaxation Techniques, Communication, Healthy Relationship and Parenting).

INTERESTS:

Keeping myself fit, Archeology/History reading and playing Chess.