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Objective

- Experience and ability in a respectable place with a good reputation in an organization that is well established and progressive that considers its employees its most important asset ,and use my skills in the best possible way to achieve the company's goals.

Experiences

2020-10-01 till present Call Center Agent
Teleperformance Call Center – Medcare Hospitals – Dubai –UAE

Responsibilities

- Booking, rescheduling, cancelling appointments for inpatient and outpatient.
- Up selling by giving the customer other options and other doctors in the same specialty the patient is looking for.
- Interacting with customers in a warm and friendly manner to help them in solving their problems and issues they are facing.
- Follow up with any concern or enquiry the patients have.

2019-08-15 Till 2020-8-15 Guest Service Associate
Flora Hospitality – Property Flora Park Deluxe Apartments Hotel – Dubai - UAE

Responsibilities

- Greet clients and visitors with a positive, helpful attitude.
- Announcing clients as necessary.
- Assisting with a variety of administrative tasks including copying, faxing, taking notes and making travel plans.
- Answering phones in a professional manner and routing calls as necessary
- Answering, forwarding, and screening phone calls.
- Provide excellent customer service.

2017-01 Till 2019-08 Sales Representative
Fawry for Banking and Payment Technology Services

Responsibilities

- Generating leads, meeting and exceeding sales goals
- Negotiating all contracts with perspective clients, Preparing weekly and monthly reports

- Helping determine pricing schedules for quotes, promotions and negotiations.
- Coordinating sales efforts with marketing programs, Understanding and promoting company programs
- Preparing and submitting sales contracts for orders
- Answering client questions about credit terms, products, prices and availability.

2018-01- still working, invigilator (part time)
The British Council of Egypt

Responsibilities

- The main role of the job is that to ensure that any test administrated by the British council runs smoothly on the test day/s and that all assigned test day duties and standards are met.
- Follow all relevant standards & procedures, based on training and reference materials provided by the British Council Examinations Services and the relevant Exam Boards.
- Invigilate examinations to the standard required by the British Council Examinations Service and the relevant Exams Boards.
- Report any incidents, emergencies or breaches of security to the appropriate test day supervisor.

2014-01 Till 2016-12 Data entry / Admin
PepsiCo – Chippy for Food Industries

Responsibilities

- Print and handling all orders of sales representatives on oracle.
- Work on sap program, receive a delivery ticket of trucks from factories, identity balance of DC with balance of sap program daily, and make all sales operations.
- Secured the information by completing data base backups, make archive of the DC documents.
- Maintain operations by following policies and procedures; reporting needed changes.
- Able to handle more than one hundred employees and ensuring fast exit from the branch in minimum time.
- Help the team effort by accomplishing related results as needed.
- Input all details for employees and workers entry and exit time, check attendance and absence daily, raise all problems and issues to a director.

Education

2006-09 – 2010-06 university of Cairo, Cairo city

- Bachelor degree in law 2010

Skills

Computer

- Microsoft Office main tools, Experienced SAP user, experienced oracle user.

Other skills

- Strong communication and presentation skills, Ability to handle multiple tasks in mannerly time.
- Selecting and using training / instructional methods and procedures appropriate for the situation when learning or teaching new things.

- A team player, like working in a team work and always working n creating a comfort work environment.
- Ability to analyze and working genuinely to solve problems.
- Dealing with different kinds of customers and handling their needs successfully and cheerfully

Languages

- English language: Excellent
- Arabic language: Native

Courses

- 2020: Introduction to Business Management (King's College London)
- 2020: English for the workplace, essentials of business communication in English (British council)
- 2020: Leading culturally diverse teams in the work place (Deakin University)
- 2019: Soft Skills, online (communication skills, negotiation, leadership, time management, agility, work ethic, interpersonal skills, team building, problem solving)