



Reda Fathi Ahmed



Contact Details



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Dubai ,UAE



25/09/1982



Egyptian

Currently resident in Dubai, UAE



Language & Computer skills

Arabic	Native	English	Good
Computer	good user for MS. Office, internet		



Education

Tourism and Hotels diploma (IBI)

Egypt, 2003, Good



Personal Skills

- Leadership and effective teamwork
- Flexible and able to learn new task.
- Problem solving with the available resources.
- Good communication skills.
- Good Negotiation skills.
- Self-motivate.

sales and Customer service

Objective:

Seeking new stable challenges, which effectively utilize Develops and enrich my experience in a progressive stable Organization that offers opportunities for learning, training new position

Work Experience

➤ Customer service & sales

***At Now GANT UAE**

2019 till now

- Receiving and arranging the products and inventory.
- Perform cash processing and card payments and refunds.
- Assist the customers to locate them needs, with giving the advices.
- Managing the stock, sorting and arrangements with comparing with the Electronic system.
- Handling the customer complaints.
- Handling the sales KPIs daily, monthly and annually.

➤ Customer service

***At Novartis pharma – Egypt.**

2014- 2018

- Handling the customer calls and emails
- Manage and resolve customer complaints
- Provide customers with product and service information
- Upload the customer's information into the software system.

➤ Guest relations

***At Hilton hotels - Egypt**

2011 – 2014

- Handling all customer related activities.
- Receiving and investigate the customer complains.
- Monitoring the customer satisfactions.
- Receiving, managing and monitoring the customer needs and they expectations.
- Handling the customer's related documents.

➤ Sales assistant

***At Seventy Fashion Trading - Egypt**

2009 till 2011

- Dealing with the customers, receive the needs and expectations.
- Achieve the customer needs and negotiations.
- Receiving and arranging the products and inventory.
- Replenishment and tide up the store.
- Perform cash processing and card payments and refunds.
- Assist the customers to locate them needs, with giving the advices.

Training Courses

- BPO& E-business & E- Commerce & E- Marketing ITI Institute, Cairo
Aug 2010