

EMAD AYYAD GABRA



EXPERIENCE



Customer Service Senior - Membership Sector

Wadi Degla Clubs, Sheraton, EGYPT, Jan 2013 – NOW

- Resolve service problem by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction and adjustment,
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution.
- During my long period of work in the field of clubs, I gained complete knowledge of the requirements for registering new memberships and the procedures for renewing memberships, and is familiar with the laws of sports clubs and all procedures related to bank transfers and the system followed within the club membership offices.



Personnel Specialist - Sports Activity Sector

Wadi Degla For Investments, Sheraton, EGYPT,
Jan 2011 – Dec 2012

- Arranging and scheduling the vacation system for each employee on a regular basis.
- Organizing and following up all procedures related to employees, such as secondments, transfer benefits, assignment, annual increases, financial bonuses, dismissals, and incentives.
- Follow-up and organization of transactions in the confidential and ordinary files of all the functional staff of the institution.
- Going to government departments to complete everything related to the interest of the work and its employees.
- Follow up on the annual reports submitted to it by department heads, and take all necessary measures and actions based on them.
- Receiving payroll, and following up overtime hours to determine and deliver monthly salaries to employees.

PERSONAL Data



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kebaa city, Cairo, Egypt

Building 611, Al Nakheel
Area, Al Zahour District,
Capital Gardens City



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PERSONAL STATEMENT

I'm an experienced customer service and HR (14 years) with a demonstrated history of working at famous companies.

I've studied some related courses to develop my soft and technical skills.

EDUCATION

- Faculty of tourism and hotels

Tourism Studies Department

Cairo University - Fayoum

2004 –2009



- Diploma of Egyptology.

The study of the Egyptian history in the multiple time periods and the accompanying civilizations

Institute of Coptic Studies

2016 – 2018





Customer service - Communication

Exceed for Communication, Smart Village, EGYPT,
JUN 2010 – AUG 2011

- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution.

PERSONAL Skills

- Good speaker and have good communications skills.
- very diligent and highly motivated.
- Have an excellent negotiation skill.
- Have a good leadership skill.
- Have multi experience background at different fields
- Know how to cope with different cultures.
- An organized person.
- Has a talent of writing and acting (An amateur theatre).

CORE COMPETENCIES & SKILLS

- Customer Service.
- Personnel – HR.
- Organizational & Leadership skills.
- Oracle & SAP & EMS (Excellent).
- Customer Relationship.
- Teamwork.

REFERENCES

Available upon request

LANGUAGE SKILLS

- Arabic (native speaker)
- English (Very Good)
- Italian (Good)

PERSONAL DETAILS

- Gender: Male
- Marital status: Single
- Military situation: Exempted
- Date of Birth: 3rd of October 1987

Courses

Course of booking airline tickets:

At **Faculty of tourism and hotels, Fayoum**

Training on how to book airline tickets and finalize their procedures.

ICDL Course

Microsoft, Cairo

Principles and Basics of Human Resources Management

At Almentor Platform

Basics of HR and Soft Skills

At Almentor Platform

Managing Employees' in a Professional Way

At Almentor Platform

Fundamentals of Human Resources Management

At Almentor Platform

Essentials of Customer Service Course

At Wadi Degla

Fundamentals and Tools of Time Managements

At Vodafone

Mastering effective communication skills

At Almentor Platform

Seven Communication Mistakes

At Almentor Platform

Computer Skills

- Great Knowledge of Ms-Office
- Fluent Knowledge of Internet and its utilities.
- Fluent Knowledge of ERP systems (Oracle, SAP)