



OMNEYA ATEF AHMED

Dynamic and results-oriented professional with over a decade of experience in indoor sales and customer service roles. Proven ability to engage customers, understand their needs, and provide tailored solutions while maintaining visual merchandising standards. Skilled in achieving and surpassing sales targets to contribute to store profitability. Adept at providing exceptional customer service, resolving inquiries, and managing accounts. Experienced in assisting with product selection, service plans, and ensuring a seamless customer experience. Strong communication, relationship-building, and problem-solving skills.

CONTACT



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6 October City, Giza, Egypt

PERSONAL SKILLS

- Communication.
- Leadership.
- Problem-solving.
- Adaptability.
- Teamwork.
- Time management.
- Creativity.
- Critical thinking.
- Emotional intelligence.
- Conflict resolution.
- Decision-making.
- Flexibility.
- Collaboration.
- Attention to detail.
- Resilience.

LANGUAGES

- Arabic: Native.
- English: Advanced.

EDUCATION

2013

Cairo University, Faculty of Arts, Egypt,

- Bachelor of Arts, Hebrew Department.

WORK EXPERIENCE

Jan 2021 – Present

IKEA, Mall of Arabia Store, 6th of October, Giza, Egypt

Indoor Sales Representative

- Engaged with customers to understand their needs and provide tailored solutions.
- Assisted in maintaining the store's visual merchandising standards.
- Achieved sales targets and contributed to store profitability.

Oct 2020 – Mar 2021

Vodafone, Shehab Store, Mohandseen, Giza, Egypt

Indoor Sales Representative

- Provided exceptional customer service and resolved customer inquiries.
- Assisted customers with product selection and service plans.
- Processed transactions and managed customer accounts.

Nov 2016 – Oct 2020

Vodafone, El Hossary Store, 6th of October, Giza, Egypt

Indoor Sales Representative

- Provided exceptional customer service and resolved customer inquiries.
- Assisted customers with product selection and service plans.
- Processed transactions and managed customer accounts.

Jul 2009 – Nov 2016

New Horizons "Training Courses Center", 6th of October City, Giza, Egypt

Customer Service Representative

- Assisted clients with course selection and enrollment.
- Managed customer queries and provided information on training programs.
- Maintained client relationships and ensured a high level of customer satisfaction.

CERTIFICATIONS

- **Customer Service Training**
"Dealing with difficult customers, achieving excellence, advanced listening and responding, building relationships, handling complaints, and gaining confidence"
- **E-Commerce & E-Marketing**
"Online commerce and marketing strategies including digital advertising, SEO, social media, and e-commerce platforms"
- **Programming MCIT**
"HTML5, C#, SharePoint Server, ASP.NET MVC, Microsoft SQL Server, and Windows Azure for software development and database management"
- **Digital Marketing**
"Content marketing, email marketing, social media, PPC advertising, analytics, and campaign optimization"

TECHNICAL SKILLS

- Fundamental IT Concepts.
- Proficient in Computer Usage and File Management.
- Expertise in Typing (Arabic, English, and Hebrew).
- Advanced Knowledge of Microsoft Office Suite.
- Skilled in Internet Usage.
- Proficient in Computer Maintenance.
- CRM Oracle System.