



## CONTACT ME

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## EDUCATION

### Bachelor

**Cairo university, Faculty of commerce**  
2014-2018  
Good

### Digital Marketing

**Udacity / Advanced level**  
2021

## SKILLS

- Analytical and problem solving.
- Ability to work in multiple projects .
- Negotiations skills
- Communication skills
- Creativity
- Leadership

# Ahmed Mahdy

## Senior Sales

## WORK EXPERIENCE

Senior Sales

2022-now

### Valu Egypt

Activating new customers and doing corporate deals , I meet customers through valu branches , work visits and home visits.  
Setting target criteria as per market segment  
Good user at Sales app , proffito app and MS office Apps .

Sales

### Vodafone Egypt

2021-2022

Reaching new customers and handling them to activate the ADSL service .  
I offer them the service and its benefits and what make customer choose the service over other services .

Customer care

### Vodafone Egypt

2019-2021

Technical support agent at ADSL dep receiving customer's technical issues and working on solving it .  
Beside the technical issues i handle any complaints the service to reach customer satisfaction.  
i was using siebel, SAP , CCAT and MS apps .

Customer service agent

### Carrier

2016-2018

Handling customers complaints from technical issues and following them up till their complaints be solved .  
leader of exchange team for 6 months , and it was to change ACs for customers on warranty.  
I was following the process from the beginning till the end and all of it was done by me .

## LANGUAGES

- Arabic
- English Very good
- Spanish Beginner