



## CONTACT ME AT

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## SKILLS SUMMARY

- Project Management
- Problem solving skills.
- Microsoft Office
- Teamwork skills..
- communication skills
- creative skills

## AWARDS RECEIVED

- Professional Training Certificate in Project Management Zagazig University (2015)
- I received a Certificate of Excellence in Voluntary Work from Zagazig University (2016)

# MOHAMED SAYED

## OPERATION OFFICER

### Personal Profile

I am Experienced Operations Assistant with a proven history of working in the IT and Services industry. Skilled in Microsoft Excel, data entry, Microsoft Office, Friendly and trustworthy, new work styles, excellent communication skills, great, willing to help others, able to work well in a team and on their own initiative, able to follow instructions, excellent timekeeping, work under pressure, enjoy finding solutions and working on development plans

### WORK EXPERIENCE

#### Operations officer At zVendo for E-Commerce

May 5, 2020 - present

- Managing day-to-day operations.
- Optimizing operational processes and procedures for maximum efficiency while maintaining quality standards.
- Assisting with the implementation of new processes and procedures.
- Identifying ways to improve customer experiences.
- Ordering supplies and maintaining inventory levels.
- Overseeing the operations team and assigning tasks.
- Training new employees and ensuring that health and safety regulations are followed.
- Interacting with customers and suppliers, answering questions, and resolving issues.
- Tracking and reporting on operational performance.
- Maintaining policy and procedure documents.



#### Receptionist At White Dental Clinic

December 2018 -April 2020

- Greet and attend to patients in person and over the phone.
- Professionally assist doctors, staff, visitors, and patients.
- Answer all phone calls in a professional and courteous manner.
- Maintain confidentiality of all doctor, staff, and patient information.
- Schedule appointments between doctors and patients.
- Adhere to policy and procedures during all activities.
- Assist with admissions/treatment as per agreed protocols.
- Ensure that stock levels are adequate and orders are made timeously.
- Communicate medical results to patients under clinical supervision.



#### Customer Service At Vodafone

Jan 2017- December 2018

- Answering questions about a company's products or services.
- Processing orders and transactions.
- Resolving issues and troubleshooting technical problems.
- Delivering information about a company's offerings.
- Providing proactive customer outreach.
- Handling customer complaints.
- Collecting and analyzing customer feedback.



### Educational History

Bachelor of Commerce I Zagazig University

From :2016

Major : Marketing

### Training

Enactus International| Dec 2012 - Dec 2016

- Business innovation that achieves a social impact
- Experience gained from the work you want community fun life

