

# AWAD EL HOFY

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## CUSTOMER SERVICE

### CONTACT

[elhofyawad@gmail.com](mailto:elhofyawad@gmail.com)

### Education

Alexandria University-  
Bachelor of Law

### PROFILE

Experienced Ground Courier at Aramex International LLC. Operations specialist with a history of achieving goals.

The company using consistent and organized practices is adept at working and adapting to new situations and challenges.

To improve the organizational brand, as I'm a member of the team and we work as one and I have experience in customer service &

Cashier, as I have a way to convince the customer to sell the service even though I gained this experience, From working for 5 years as an accountant

### Skills

- Project Management
- Customer Service
- Process Improvement
- Decision Making
- Time Management
- Budget Management
- Adaptability
- Organizational skills
- Creative problem solving
- Analytics & Reporting

### EXPERIENCE

#### **Ground Courier – ARAMEX INTERNATIONAL LLC. (2021 – Till Now)**

- Ground Courier specialist in handling customers.
- Work to achieve the company's goals using Coordinated and organized steps Skilled in acting and adapting to new situations and challenges to improve the brand.
- Organizational work and working within a distinguished team with experience in customer service. I also have A way to persuade the customer to sell the service.

#### **Account Officer - M.M.T FOR Petroleum supplies. (2014-2020)**

- Strong understanding of accounting principles and practices.
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Attention to detail and accuracy.
- Strong analytical and problem-solving skills.
- Accounts receivable and payable
- Inventory management
- Financial reporting