



Ahmed Mohsen Mohamed Mahmoud

Customer service / Technical Support Front Line Advisor

Contact

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Personal Data

- Day of birth: 11/3
- Military Service: Completed

Education

International Academy For Engineering and Media Sciences , 2019 - 2023

Faculty of Commerce, Marketing and Advertising Department

Courses

- ICDL at Success Academy (1/4/ 2021 - 22/11/2021)
- Soft Skills at Success Academy (22/3/ 2021 - 10/7/2021)
- English at Success Academy (2021)
- Digital Marketing by Google (2021 - 4/19/2021)
- EBSMTraining at Banque Misr (1/11/2021)

Volunteer Work

- Subscribe to the message group 2018
- Subscribe to University Theater 2020 participated in a student activity at the university EnactusIaems 2021

Languages

- Arabic: Native
- English: Good
- French: Simple

I am a motivated professional with over 5 years of experience in customer service, technical support, real estate marketing, sales, and the food & beverage industry. Currently serving as a Front Line Advisor at Etisalat (e&), I excel in communication, problem-solving, and team collaboration. I am committed to delivering high-quality service and continuously growing within dynamic and challenging environments.

Experience

Etisalat (e&)

Jan 2025 - Present

Customer service / Technical Support Front Line Advisor

- Handled customer inquiries and technical issues efficiently, ensuring first-call resolution and high customer satisfaction.
- Provided real-time troubleshooting support for internet, mobile, and TV services, escalating complex cases when necessary.

Kyan Real Estate

Feb 2023 - 2023

Real Estate Marketer

- Negotiating between sellers and buyers or between landlords and tenants.
- Preparing real estate contracts and ensuring their proper execution.
- Following up with clients after sale or lease to ensure their satisfaction.

Store Curva for Clothes and Shoes

2021 - 2022

Sales

- Assisting customers in choosing suitable clothing and shoes.
- Working towards achieving monthly and annual sales targets for the store.
- Building good relationships with customers and enhancing their shopping experience in the store.

Eeatery restaurant & Otto restaurant

2020 - 2021

Treasurer and Waiter

- Monitoring daily financial operations such as sales and expenses.
- Welcoming customers and guiding them to their seats, presenting the menu, explaining specials and products.
- Presenting bills for orders, recording payments, and processing payment transactions.

King of Tawook Restaurant

Oct 2020 - Mar 2021

Treasurer and Snack Chef

- Preparation of fast food items.
- Serving orders to customers accurately and promptly.
- Monitoring daily financial operations such as sales and expenses.

Chunky's Restaurant

2019 - 2020

snack Chef

- Execution of food recipes and specified standards by the chef or kitchen management.
- Monitoring cooking temperature and timing to ensure food is prepared perfectly.
- Serving orders to customers accurately and promptly.

Skills

- Effective communication with clients and colleagues.
- Effectent time and task management.
- Working as part of a team to promote collaboration.
- Marketing real estate and products effectively to attract clients.
- Sales skills, persuading customers to make purchases.
- Analyzing data and evaluating performance .
- Computer Microsoft (word - Excel - Access)