

Ibrahim Mohamed



Contact

Address:

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Bek Alexandria-Egypt

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Languages

Arabic
English
Hebrew

Summary

Customer Service Representative passionate about building strong customers relationships , identify and assess customers needs trying to exceed customers expectations to acheive customers satisfaction and increase their engagement.

Skill Highlights

- Meticulous
- Strong decision maker
- Complex problem solver
- Creative
- Innovative
- disciplined

Experience

Customer Services Executive - 2018 till now

Ecu World Wide Egypt

Shipping & Logistics field LCL-FCL

Export:

- Receive S/D from clients, check for accuracy, send them the booking to confirm and receive the shipping order.
- Check rates and Book containers with shipping lines.
- Complete AMS and send the final to the shipping lines.

Import:

- Manage incoming calls, provide customers with their shipments info ETA – ATA.
- Release delivery orders after checking the terms of bills of lading and customer's documents.
- Receive vessel's documents from operation department to review, file them and complete data on system.

Education

License of arts - Alexandria university department of oriental language section of Hebrew - 2010

References

Linkedin

<https://www.linkedin.com/in/ibrahim-mohamed-23963512b>

Hobbies

Playing chess - Biking
Fishing

Last Experiences

Receptionist

Andalusia Hospital 2016-2018

- Receipt patients, check their medical cards, and confirm their reservations.
 - Book appointments for patients with their doctors to follow up.
 - Activate Lab/Rad demanded investigations on system.
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Sales Representative

Lord for Trade and Industry 2014-2015

- Acquire strong knowledge about own product and competitors product.
 - Expand relationships network to increase the product's sales points.
 - Conduct deals with customers and provide them with quantities they need.
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