

Curriculum Vitae

Personal Information

Name: Mostafa Mahmoud Othman

Date of Birth: May 1, 1997

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Nationality: Egyptian

Location: Egypt

Driving License: Yes (Valid)





Objective

Highly motivated and adaptable professional with extensive experience in customer service, public relations, sales, and advertising. Eager to contribute to organizational success through dedication, communication skills, and strong problem-solving abilities. Proficient in English and experienced in working across Egypt, the UAE, and Saudi Arabia.

Education

Bachelor of Social Work, Egypt

Work Experience

-  Sales Manager – CBC Laboratories, Egypt
- Led a sales team to achieve monthly targets in medical lab services and test packages.
- Conducted client presentations and follow-ups with healthcare facilities.
- Managed reporting, performance evaluation, and customer feedback handling.
-  Public Relations Officer – Number One Hotel, Makkah, Saudi Arabia
- Acted as the main contact between hotel management and guests.
- Handled guest relations, VIP services, and organized hospitality events.
- Resolved client complaints with professionalism and ensured customer satisfaction.

- ♦ Marketing & Advertising Specialist – Alpha Advertising Company, UAE
- Developed and implemented advertising campaigns across print and digital platforms.
- Coordinated with graphic designers and production teams.
- Worked on branding projects for corporate and retail clients.
- ♦ Sales Representative – Noor Al Mustaqbal for Building Materials, UAE
- Sold construction materials and provided technical consultations to contractors.
- Built strong client relationships and maintained regular client visits.
- Handled quotations, sales tracking, and after-sales support.
- ♦ Customer Service Agent – WE Telecom Company, Egypt
- Managed incoming calls and customer queries with high satisfaction rates.
- Assisted clients in solving service issues and guiding them through processes.
- Logged daily reports and contributed to team performance improvement.

♦ Customer Service Representative – Lulu International Exchange, UAE

Dates of Employment

- Assisted customers with currency exchange transactions and remittances.
- Maintained compliance with UAE Central Bank regulations and anti-money laundering policies.
- Delivered excellent service in a high-volume environment with accuracy and professionalism.
- Handled inquiries and resolved issues related to international money transfers and foreign exchange rates

Skills

- - Strong communication and interpersonal skills
- - Excellent command of the English language
- - Proficient in Microsoft Office Suite and general computer use
- - Team leadership and goal orientation
- - Adaptable, organized, and deadline-focused