

PERSONAL INFORMATION



Amr Hamdi Ahmed



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Gender: Male | Date of birth: 27/06/1986

| Nationality: Egyptian

Marital Status: Single

PROFILE SUMMARY

- To pursue a challenging position in a dynamic organization with the aim to:
- To make a meaningful contribution to the organization's success through the effective application of my professional expertise.
- To sustain a high level of performance in order to meet the organization's expectations and pursue career advancement, consequently enhancing my managerial abilities and professional knowledge. Additionally, I am self-reliant and continuously seek opportunities to broaden my knowledge as the learning process is never ending.

KEY SKILLS

- Recruitment.
- Candidate screening.
- Interviewing techniques.
- Empathetic Leadership
- Ability to quickly adapt and learn new skills.
- Resourceful and forward-thinking.
- Self-motivated
- Methodical approach
- Team collaboration.
- Presentation skills
- Effective situational leadership.
- Systematic work methodology.
- Effective Communication skills.
- Proficient time management.
- Expertise in problem-solving.

EDUCATION

- Graduated from Faculty of Commerce, Mansoura University. Business Administration Department. Graduation Year: 2020.

WORK EXPERIENCE

- **Passenger Service Agent, [Aero Services , Egypt.](#)**
(March 2022 to February 2023)

Key Responsibilities:

- Greeted and assisted passengers, providing them with information about their flights and answering their questions.

- Checked in passengers and issued boarding passes, ensuring that all passengers were properly ticketed and documented.
- Assisted passengers with special needs, such as those with disabilities or traveling with children, ensuring that they had a safe and comfortable travel experience.
- Resolved customer complaints quickly and efficiently, maintaining a high level of customer satisfaction.
- Tagged and checked in passenger luggage, ensuring that all baggage was properly labelled and handled.
- Announced flight information and changes to passengers, keeping them informed of their travel status.
- Maintained a clean and orderly work area, ensuring that the airport terminal was a safe and welcoming environment for all passengers.

- **Business Developer, [Project Triangle Restaurants and Markets, Egypt. \(Freelance\)](#)
(July 2021 to February 2022)**

Key Responsibilities:

- Obtaining all necessary permits and licenses from both the government and private sectors to establish the company.
- Building a trade name that accurately represents the company's goals and products/services.
- Creating and implementing an administrative structure that clearly defines roles and responsibilities of employees.
- Conducting feasibility studies to ensure the viability of the business and to evaluate potential risks and opportunities.
- Overseeing all aspects of construction, including site selection, design, and build-out.
- Developing social marketing strategies to build brand awareness and attract customers.
- Establishing an online platform to expand reach and accessibility.
- Evaluating and managing the company's performance over a period of six months and continuously analysing and adapting business strategies to maintain success and growth.
- Fostering positive relationships with customers, employees, and stakeholders to build a strong foundation for the future.

- **Office Manager at [Marasem PR & Event management in Hurghada, Egypt.](#)
(February 2016 to December 2016)**

Key Responsibilities:

- Multi-faceted position, but the primary role is to make it possible for other employees to function effectively and efficiently.
- Assign and monitor clerical, administrative and secretarial responsibilities and tasks among office staff.
- Allocate available resources to enable successful task performance.
- Co-ordinate office staff activities to ensure maximum efficiency.
- Recruit and select office staff.
- Organize orientation and training of new staff members.

- **Operations Manager at [Dynamic Racing Club in Hurghada, Egypt.](#)
(December 2015 to July 2016)**

Key responsibilities:

- Plan, direct and coordinate the operations of an organization.
- Responsible for ensuring and improving the performance, productivity, efficiency, and profitability of departmental and organizational operations through the provision of effective methods and strategies.

- **Sales Supervisor at [KAMS Store in Hurghada, Egypt.](#)
(December 2015 to March 2016)**

Key responsibilities:

- Managing full-cycle recruitment for a host of assigned searches.
- Responsible for the daily running of stores.
- Entails activities to minimize costs while maximizing profits.

- Ensures promotions are accurate and in compliance with company standards.
- Making sure all staff are fully informed on the target for the day and ensure that customer care is top priority.

- **Customer Advisor at [Vodafone Egypt in Cairo, Egypt.](#)**
(April 2014 to February 2015)

Key responsibilities:

- Provide clients with information on services that are tailored to their needs.
- Offer recommendations on products that align with their interests.
- Connect them with a senior professional if necessary.
- Help in promoting the company.

- **Sales Representative at [Etisalat Egypt in Mansoura, Egypt.](#)**
(February 2009 to February 2011)

Key responsibilities:

- Adjusts content of sales presentations by studying the type of sales outlet or trade factor.
- Submits orders by referring to price lists and product literature.
- Provides historical records by maintaining records on area and customer sales.
- Contributes to team effort by accomplishing related results as needed.

- **Lecturer under Preparation & Contract Representative (Part time) at [Direct Marketing Group \(DMG\), Mansoura, Egypt.](#)** (April 2009 to December 2009)

- **Sales Representative at [Arabia Academy for Maintenance Mobile and Electronics in Mansoura, Egypt.](#)** (June 2008 to January 2009)

- **Musician at [Port Ghalib in Marsa Alam, Egypt.](#)** (May 2007 to May 2008)

COURSES AND SKILLS

Training & Certifications

Qualification	Year	Grade	University
English Conversation course	2013	Certified	New Horizon
ICDL	2009	Good	Mansoura University

LANGUAGES

Mother tongue(s) Arabic
Other

language(s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	Very Good	Excellent	Excellent	Excellent	Excellent

Beginner in learning Dutch.