

# Ahmed AbdElKhalik

Remote Customer Success | IT Support | CRM Specialist | Bilingual Arabic-English

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## Professional Summary

Dedicated and results-driven professional with over 10 years of experience in customer service, sales, store management, and technical support. Proven ability to deliver exceptional customer experiences, achieve sales targets, lead teams, and leverage technology to optimize operations. Highly skilled in remote work environments, with strong communication, CRM, and IT technical certifications. Actively seeking a fully remote position where I can apply my customer service, sales, and technical expertise to contribute to organizational success.

## Key Skills

- Remote Customer Service & Support
- Sales Strategy & Target Achievement
- Customer Relationship Management (CRM)
- Leadership & Team Training
- Remote Communication & Collaboration (Microsoft Teams, Zoom, Slack)
- Technical Support & IT Troubleshooting
- MCSA, MCSE, Cisco Networking
- Time Management & Problem-Solving
- Fluent in Arabic and English

## Remote Work Skills

- Proven experience using Microsoft Teams, Zoom, Slack, and CRM platforms.
- Comfortable working in remote teams across different time zones.
- Self-motivated, disciplined, and highly organized.
- Excellent home office setup with high-speed internet.
- Experienced in handling customer support remotely via chat, email, and video calls.

## Professional Experience

Customer Service / Retail Sales Executive / Store Incharge  
DU Telecom (EITC), Dubai (Nov 2016 – Present)

- Consistently achieved and exceeded sales targets through data-driven strategies.
- Trained and coached team members to deliver superior customer service.
- Managed financial reporting and resolved complex customer issues.
- Delivered outstanding customer satisfaction, improving retention rates.
- Utilized CRM systems to track, manage, and resolve customer inquiries efficiently.
- Adapted to hybrid and remote work models during company restructuring periods.

#### Sales Executive

Kema El Arab Institution for Paints and Chemicals, Egypt (Jan 2013 – Sep 2016)

- Developed and implemented sales strategies to increase market share.
- Built and maintained strong client relationships, providing technical and consultative support.
- Conducted ongoing market research to adapt sales strategies to industry trends.
- Coordinated with internal teams to ensure efficient order processing and after-sales service.

## Education

Bachelor's Degree in Management Information Systems

Higher Institute for Specific Studies, Egypt | 2015

## Certifications

- MCSA and MCSE Server Infrastructure 2012 (New Horizons Institute)
- Cisco Certified Network Associate (CCNA - Routing & Switching)
- Writing Queries Using Microsoft SQL Server 2008
- DU Way of Retail Professional Training
- DU Way of Management
- Introduction to CRM and Customer Insight

## Languages

- Arabic (Native)
- English (Fluent)

## Hobbies and Interests

- Reading, Music, Photography, Learning Languages