



Ahmed Elsaedy

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Date of Birth: 18/02/1987

SUMMARY

I'm an enthusiastic and detail-oriented Multimedia Design student at Business Academy Århus. I'm seeking an internship position in a collaborative team environment to learn, grow and to use my skills in coding and assisting in the timely completion of projects.

EXPERIENCE

- **Academic Projects**

Portfolio - Individual Project Sep 2022 – Sep 2022

I Implemented a web portfolio with React JS and Headless CMS to allow for management of content across all channels..

Salon Sila - Group Project May 2022 – Jun 2022

We built the website with HTML, CSS & JS to help the client by creating a digital solution that contains all the content and information that members of our client's target audience want to have on the website like a booking system.

PickWick Tea - Individual Project Dec 2021 – Dec 2021

I used HTML and CSS to build a rebrand website to attract a new target audience.

OTHER EXPERIENCE

- **Warehouse Worker (Substitute)**

Salling Group, Aarhus Mar 2021 – Aug 2021

Pick and pack items for each order, build pallets for shipment, place packaged items in the correct area, and follow workplace safety standards.

- **Production Worker (Substitute)**

System Frugt A/S, Aarhus Jun 2020 – Jul 2020

keeping the production area clean, following health and safety guidelines, Monitoring the assembly line and removing faulty products, Assembling products and parts and Finalizing and packaging products for shipment.

- **Senior Customer Service & Sales**
 - **Social Media Customer Service Agent**
- Emirates Airlines, Dubai, Mar 2013 – Oct 2019

Handle customer inquiries, complaints, service requests, new reservations, reissue or revalidate existing reservations, skywards loyalty program, Calm angry customers, locate resources for problem resolution and design best-option solutions. Interface daily with internal partners in other departments.

- **Customer Service & Sales Supervisor**
- Bateel Intl L.L.C , Dubai , Dec 2011 – Feb 2013

Listening to customer requirements and presenting appropriately to make a sale; maintaining and developing relationships with existing customers in person and via telephone calls and emails; responding to incoming email and phone enquiries; negotiating the terms of an agreement and closing sales, training new staff.

- **Customer Service**
- Ministry of Justice, Egypt, Feb 2009 – Nov 2011

Handling reports for cases and dealing with customer's inquiries, working in the electronic gate for the Egyptian ministry of justice and dealing with customers online and submitting their certificates.

- **Sales executive, It Admin (Student Job)**
- Computer Shop, Egypt Oct 2004 – Jan 2007

Responsible for working the sales floor and assisting customers with the product selections
Consults with customer regarding installation, set-up, or layout of equipment and machines

EDUCATION

Academic degree, Multimedia Design
Business Academy Århus, Aug 2021 - Present

Bachelor, Accounting
Tanta University, Faculty of commerce, Egypt Sep 2004 - May 2008

SKILLS

Technical skills

HTML, CSS, JavaScript , React, Jquery, Responsive Web Design, Mobile Web Development

Soft skills

Communication, Time Management, Team Work, Self Motivation, Problem Solving, Critical Thinking