

Muhmed Ahmed Gaber Muhmed

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Objective:

- I am looking for a full-time position in a well reputable and organized organization where I can get more expertise, knowledge, availability for growth and brilliant work environment where I can enhance my professional skills, capabilities and knowledge in an organization that recognizes the value of hard work.

Work Experience:

Customer Service Representative.

UX Centers, Smart village, Giza, Egypt July 2020 – Feb 2022.

- Managing inbound client questions and proactively delivering product best practices, personalized recommendations and updates.
- Research required information using available resources.
- Identify and escalate priority issues.
- Commitment to customer satisfaction and an ability to make quick and accurate decisions.

Customer Service Representative.

Talabat, Maadi, Cairo, Egypt Apr 2019 – Mar 2020.

- Handle customer's queries and complaints through live chat.
- Manage and resolve customer's requests, complaints, and concerns in a timely manner.
- Make outbound calls to vendors whenever needed.
- Align with different departments to resolve the customer or restaurant's issue.

Customer Service Representative.

Awok, Maadi, Cairo, Egypt July 2017 – Nov 2017.

- Handle Customer's inquiries and complaints.
- Ensure customer delight and satisfaction.
- Log customer details on the system.
- Provide customer with accurate information and right solutions.
- Perform other duties as assigned by management.

Education:

- Bachelor's degree in Accounting, Faculty of commerce, Ain Shams University. 2017

Courses:

- Microsoft Office Course (Online).
- Advanced and Commercial Excel (Online).
- Financial Accounting in Arabic and English (Online).
 - Accounting Principles, Procedures and accounting cycle.
 - Journal Entries.
 - Posting to General Ledger.
 - Trial Balance.
 - Adjusting Entries.
 - Preparing Financial Statements (Income Statement, Comprehensive income Statement, Balance sheet Statement, Cash flow Statement, Changes in Equity Statement).

- Closing Entries.
- Bank reconciliation.
- Depreciation of fixed Assets, Amortization of intangible Assets and Impairment of Assets.
- Periodic inventory System and perpetual inventory System.
- Financial Ratios and Vertical & Horizontal analysis.
- QuickBooks (Online).
- Odoo ERP (Online).

Skills:

- Very Good communication skills.
- Very Good command of Excel.
- Very Good understanding of financial accounting.
- Time management skills.
- Multitasking.
- Getting Things Done.
- Great attention to details.
- Team work spirit.
- Punctual & Reliable.
- Willingness for improvement.

Language:

- Arabic: Native speaker.
- English: Advanced.

Interests:

- Soccer.
- Working out.

Personal Details:

- Date of Birth: 09 / 20 / 1995.
- Nationality: Egyptian.
- Country of residence: Egypt.
- Marital Status: Single.
- Military Status: Completed.