



# Ahmed Hany Aabdelhafez

**Date of birth:** 01/05/1996 | **Nationality:** Egyptian | **Gender:** Male |

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11843, egypt, Egypt (Home)

## ABOUT ME

Experienced customer service representative with over 1 year of recruitment experience, ready to embark on a new journey. Passionate about delivering exceptional service and adept at sourcing top talent, I am eager to bring my unique blend of skills to a dynamic team where I can continue to excel and contribute positively.

## WORK EXPERIENCE

2021 – CURRENT cairo, Egypt

### ONLINE CHECKOUT SPECIALIST, (MIDDLE EAST-NORTH AFRICA) INDRIVE

- Document Verification Expertise in reviewing drivers' documents and ensuring the accuracy and validity of the data provided. Ability to compare and cross-reference documents to ensure compliance and mitigate fraud risks.
- Strong attention to detail in reviewing and analyzing customer data, documents, and information to identify any discrepancies or inconsistencies.
- Proven ability to address and resolve customer service staff issues by effectively communicating and sharing relevant information to provide accurate and timely solutions.
- Experience in serving multiple countries, specifically the MENA region, with a deep understanding of cultural nuances and business practices to cater to diverse customer needs.

07/2023 – 10/2023 Cairo, Egypt

### VOLUNTEER TALENT ACQUISITION SPECIALIST VEGGO

- Developing and executing recruitment strategies to attract qualified candidates.
- Evaluating candidates' qualifications and cultural fit
- Promoting the employer brand and maintaining stakeholder relationships
- Ensuring compliance with labor laws and providing data-driven insights for improvement
- Sourcing and screening candidates through various channels

11/2021 – 01/2023 Cairo, Egypt

### TEAM LEADER HR RECRUITER FREELANCER WORK EGYPT

- Developing and implementing effective recruitment strategies to attract top talent, including defining job requirements, sourcing channels, and candidate evaluation methods
- Plan interview and selection procedures, including screening calls, assessments and in-person interviews
- Design job descriptions and interview questions that reflect each position's requirements
- Forecast quarterly and annual hiring needs by department

19/12/2019 – 04/01/2021 cairo, Egypt

### BACK OFFICE SPECIALIST TELEPERFORMANCE

- Handling customers in a live streaming application
- Logs and keeps records of customer queries
- Delivering outstanding customer service

- Familiarity with content policies and moderation tools
- Cultural sensitivity and ability to analyze user behavior

04/2018 – 01/2019 cairo, Egypt

## TRAVEL CONSULTANT IMMIGRATION EXPLORING

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- Researching, interviewing
- Preparing supporting documentation

2018 – 2018 Cairo, Egypt

## CUSTOMER SERVICE REPRESENTATIVE ETISALAT GLOBAL SERVICE

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- Demonstrated ability to effectively communicate with customers, both verbally and in writing, to understand their needs, provide information, and resolve issues
- Track record of successfully identifying and resolving customer problems or complaints in a timely and satisfactory manner
- Experience collaborating with colleagues from different departments to resolve customer issues or provide comprehensive solutions
- Strong organizational skills and the ability to manage multiple customer inquiries simultaneously while maintaining quality and meeting deadlines

## ● EDUCATION AND TRAINING

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2015 – 2018 cairo, Egypt

## BACHELOR DEGREES IN TOURISM AND HOTELS MANAGEMENT EGYPTIAN HIGHER INSTITUTE FOR TOURISM AND HOTELS

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**Address** sheraton, cairo, Egypt

## ● LANGUAGE SKILLS

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Mother tongue(s): **ARABIC**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>ENGLISH</b>	C1	C1	B2	B2	C1
<b>GERMAN</b>	B2	B2	C1	B2	B2

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## ● DRIVING LICENCE

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**Driving Licence:** B

## ● OTHER SKILLS

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### Life and Work skills

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Excellent Communication Skills Service and Support Skills  
 Hard Worker  
 Time Management  
 Problem-solving  
 Open minded  
 Fast learner

## ● AREAS OF EXPERTISE

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### Courses Taken

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Photoshop Certificate EIF academy 2018  
Mini Master in Human Resources from Ain Shams University and Arm Forces 2018  
Arduino 2019  
Java & PHP 2019  
CHAT GPT AI TOOLS 2021  
Supervision Course at Teleperformance 2019  
lean six sigma yellow belt 2024

### Indrive Courses taken

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Information Security Rules from the Legal Division  
Reputational Security in the Media Space  
1-1 Meeting course  
Corporate Systems

### ● PROJECTS

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CURRENT

#### INDRIVE PROJECTS

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Within the company, I was able to invent a tool that enables the online check team to see the governorates, phone numbers, and ID of each driver, thus reducing the psychological pressure on the employees in this department and making them faster in their work.