



FATMA MAHMOUD AHMED

Account Advisor

Experienced Account Advisor known for resolving client issues swiftly and fostering lasting relationships. Enhanced customer satisfaction through tailored solutions and clear communication, resulting in improved client retention. Skilled in identifying opportunities for process improvements, leading to smoother operations and increased efficiency.

Contact



+201033532638
+201143438405



fatmamahmoudahmed68@gmail.com



Al-Dahar, Hurghada, Red Sea
Postcode : 84511

Education

● Bachelor of Science And Education

Faculty of Education, Science
Department (English)
South Valley University | 10 2020-6
2024
Fresh Graduate

Skills

- Problem Solving
- Computer Skills
- Creativity
- Analysis
- Flexibility
- Motivated
- Communication
- Active Listening

Experience



Account Advisor, Concentrix

Hurghada | Jun 2023-Current

Working as an account advisor at Concentrix HRG site, dealing under Amazon UAE Account.



Customer Service Agent , ABC Taxi

Hurghada | Dec 2023-May 2024

Was working in booking rides



Account Advisor, Raya Contact Center

Hurghada | Apr 2022-Dec 2023

Was working as a customer service for Kuwait Food Group

Language

English (B2)

Courses

- Human Resources Course 2021
- The First Aid Course 2021
- Event of soft skills 2021
- Internet safety 2021
- Positive Thinking Skills 2021