

Mohamed Alamir Ali

Administration Officer

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Egypt



SUMMARY

Versatile professional with extensive experience in sales, administration, call center operations, and customer service.

Demonstrated ability to drive revenue, build and maintain client relationships, and consistently exceed sales targets as a Sales Representative.

Proven success as an Administration Officer with strengths in office management, inventory control, and event coordination, resulting in improved operational efficiency.

Skilled in managing high-volume call center environments, with a focus on customer satisfaction, issue resolution, and clear communication.

Proficient in CRM systems, Microsoft Office Suite, and data management, with a commitment to delivering exceptional customer experiences and achieving business goals.

Known for excellent communication, problem-solving, and leadership skills, with a strong commitment to delivering exceptional service and driving business growth.

Fluent in Arabic and English, with a proven track record of success in fast-paced

LANGUAGES

Arabic

Native

English

Proficient

EDUCATION

Bachelor's Islamic Daawa

Al-Azhar University

EXPERIENCE

Cashier Manger

Abdullah Al-Othaim Markets Egypt

Aug 2019- Present

● Cashier Manager Responsibilities

Optimized customer support operations by implementing a comprehensive knowledge base, reducing support tickets by 25% and improving response time by 30%.

Operating scanners, scales, cash registers, and other electronics.

Balancing the cash register and generating reports for credit and debit sales.

Accepting payments, ensuring all prices and quantities are accurate and providing a receipt to every customer.

Processing refunds and exchanges, resolving complaints.

Bagging or wrapping purchases to ensure safe transport.

Following all store procedures regarding coupons, gift cards

Maintaining a clean workspace.

Head Cashier

Carrefour Egypt

04/2016 - 07/2019

Cairo - Egypt

Company Description

An efficient, courteous Cashier can possess excellent customer service skills.

I can scan the customer's selections, ensure that prices and quantities are accurate, accept payments, issue receipts, answer inquiries, and provide helpful information to customers about products, promotions, or item location.

Also, respond to complaints, process refunds or exchanges of items, and maintain a clean workspace.

Ability to solve all problems regarding credit and debit sales.

EXPERIENCE

Customer Service Officer

Telecom Egypt

📅 02/2015 - 03/2016 📍 Cairo Egypt

Company Description

- Position: Customer Service
- DESCRIPTION: Managing large amounts of inbound and outbound calls in a timely manner Answer to customers enquiries. Identifying customers' needs clarify information, research every issue and providing solutions.
- Follow communication scripts when handling different issues Selling sim lines to customers. Provide information and handle complaints regarding the company products and services

KEY ACHIEVEMENTS

• Learn and gain new skills by working in Egypt with Abdullah Al-Othaim Markets. I became one of the Top 10 employees in the company region since working in the company.

Cultivated strong client relationships, resulting in a 25% boost in customer retention and repeat business.

- ♦ Coordinated over 50 corporate events and meetings, ensuring seamless logistics and participant satisfaction.
- ♦ Trained and mentored new team members, which contributed to a 15% improvement in team performance metrics.

Because I am always passionate about my work and look forward to more

SKILLS

Erp systems	Customer Relationship Management (CRM)	
Data Analysis	Project Management	Leadership
Sales Strategy	Problem-Solving	Communication
Time Management	Multitasking	Attention to Detail
Customer Satisfaction	Client Retention	Sales Conversion
Data Entry Accuracy	Inventory Management	
Administrative Support	Calendar Management	
Compliance	Event Coordination	Filing Systems
Microsoft Office Suite	Confidentiality	
Sales Strategy & Revenue Growth		