

# AHMED MAHMOUD

## After Sales Service Manager

@ amahmoud.eg@gmail.com

01029350259

Egypt

### SUMMARY

Good day,

I'd like to submit my resume for a suitable vacancy in your company that can take advantage of my experiences and give me the chance to improve and develop your business, I have a long international experience in multinational reputable companies in the field of consumer electronics operations and Low voltage appliances , services , maintenance, customer care and support, training, stocktaking and audit , Customer support for escalated claims and whole after Sales Service at ( RAYA , AXIOM TELECOM , LG , ELBA ITALY) throughout many departments and titles up to the current position of ' After Sales Service Manager ' at ' Elba Italy S.p.A ' in Egypt.

My role as After-Sales Service Manager is :

- Managing the after-sales service Department's sections and ensuring customer satisfaction enhancement with profit increase and annual budget planning.
- Developing and implementing after-sales service policies, procedures, plans and strategies.
- Managing Main SVC and outsource service centers
- Managing Training section.
- Managing Call Center section.
- Managing spares warehouse and abroad suppliers logistics
- Managing CRM/Admin. section
- Managing maintenance fleet, team of service technicians and supervisors.
- Ensuring timely and efficient resolution of customer issues and warranty claims or any escalations .
- Coordinating with other departments to facilitate service operations as well as retail and wholesale operations .
- Monitoring service performance metrics and implementing improvements.

I hope you review my resume with concern, and I will be delighted to be a part of your firm.

Thanks and Best Regards,

Ahmed Mahmoud  
+201029350259  
+201285055530

<https://www.linkedin.com/in/ahmed-mahmoud-%F0%9F%87%AA%F0%9F%87%AC-a1361673>

[https://drive.google.com/file/d/1W3oCJ93BMj-\\_CWF\\_kSo9qKeyZFK4YIw/view?usp=drive\\_link](https://drive.google.com/file/d/1W3oCJ93BMj-_CWF_kSo9qKeyZFK4YIw/view?usp=drive_link)

### EDUCATION

BSc. Electrical Engineering  
(Communications and electronics)  
Faculty of Engineering  
[Alexandria University](#)

### SKILLS

time management

team management

details oriented

result driven

loyal to work

### LANGUAGES

English

Proficient



French

Intermediate



### EXPERIENCE

#### After-sales Service Manager

**Elba Italy S.p.A**

01/2022 - Present

Electrical, Consumer Electronics, Home appliances

#### Service Center Manager

**LG Electronics**

01/2010 - 01/2022

Consumer Electronics , Home appliances

#### Branch Manager

**Axiom Telecom**

01/2007 - 01/2010

Electronics and mobile Phones

#### Supervisor

**RAYA**

01/2004 - 01/2007

Electronics and mobile Phones

### TRAINING / COURSES

#### Service Management

(Alison) 2021

#### Management Course

(eLearning College) 2021

#### Operations Management Diploma

(Alison) 2023

#### PMP foundation

(EDRAK) 2024

### KEY ACHIEVEMENTS

#### AWARDS

- Prize of LG MEA Idea competition (LG) 2016

- Thanks Letter (Axiom) 2009

- Best Team Leader (RAYA) 2005







### شهادة تدريب

تشهد شركة أксиوم تيليكوم الإمارات بانها قد أتمت التدريب اللازم في مقرها في دبي للساده مهندسي الصيانة التابعين لشركة أксиوم تيليكوم مصر بجمهورية مصر العربية الكائن مقرها الرئيسي بـ 3 \*\* شارع أبو الفدا بالزمالك بالقاهرة وأسمائهم كالتالي:-

المهندس / أحمد مسعد

المهندس / أحمد محمد محمود أحمد

المهندس / أحمد عبد الحليم محمود هويدى

المهندس / رامي أحمد محمد أحمد

وذلك على صيانة أجهزة المحمول سامسونج وموتوরولا وسامسونج والجي وسوني اريكسون والذي سيتم بمركز الخدمة الخاص بهم والكائن مقره بشارع زهرة القطن من فيكتور عمانويل طريق 15 مايو سموحة بالاسكندرية وأصبح لديهم القدرة والتدريب اللازم لانهاء كافة المشاكل التي قد تردد لهم او تواجههم عند القيام بالصيانة اللازمة لتلك الأجهزة المنوه عنها اعلاه وقد اعطيت تلك الشهادة لشركة أксиوم تيليكوم كطلبها لتقديمها امام الجهات الطالبة لها بجمهورية مصر العربية.

و هذه شهادة منا بذلك.



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www.axiomtelecom.com

UAE | KSA | OMAN | BAHRAIN | QATAR | KUWAIT | EGYPT | UK | INDIA



## Experience Certification

TO WHOM IT MAY CONCERN

Mr. Ahmed Mohamed Mahmoud was employed with Axiom Telecom Egypt from Date May 2007 to December 2009. During his tenure with us, he ably handled major responsibilities as Alexandria Service Center Supervisor.

His major responsibilities included :

- ♣ Branch Maintenance duty.
- ♣ Branch Customer Care duties and Logistic duty.
- ♣ Axiom Egypt Technical Support (for Sony Ericsson Brand).
- ♣ Team work management.
- ♣ Insuring QoS and NTRA authority measurements.
- ♣ Spare parts Stock.

We have found him to be a self starter who is motivated, duty bound, sincere, honest, dedicated employee with a professional attitude, a highly committed team player with strong conceptual knowledge of Electronics Maintenance and Management.

We wish him all success in his future endeavors.

Axiom Telecom Egypt  
Country Manager

Signature:







## Confirmation of Course Enrollment

**Date:** 23rd August 2021

**Course Start Date:** 23rd August 2021

**To whom it may concern,**

This letter serves to confirm that:

**Ahmed Mahmoud**

has been enrolled in the following online course:

**Management Course**

During this course, the candidate will be assessed through a series of written assignments and projects in English.

If you have any further questions, please do not hesitate to contact me.

Yours sincerely,

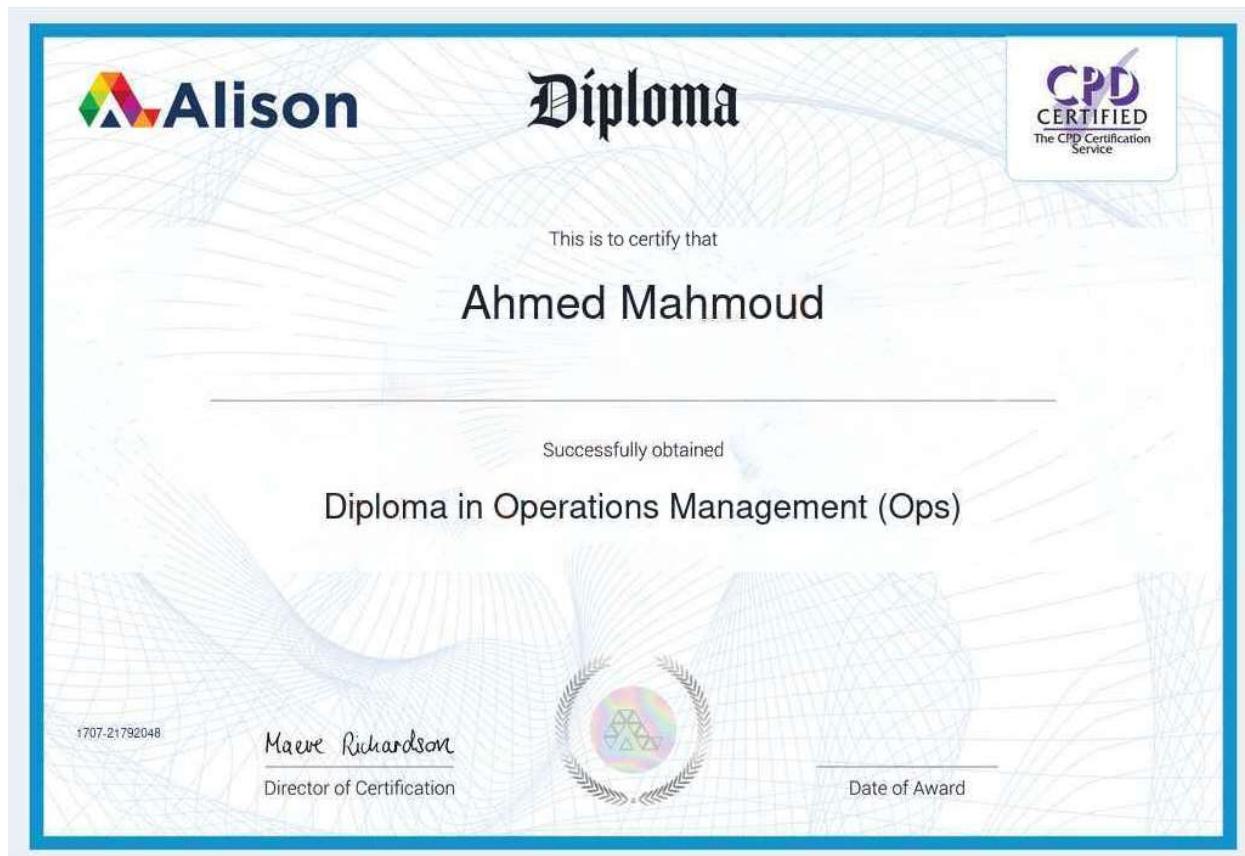
A handwritten signature in black ink, appearing to read 'Adnan Naseem'.

Adnan Naseem  
Director - Learning

REGISTRATION NUMBER  
983062

This letter remains the property of eLearning College and must  
not in any circumstances be altered or otherwise defaced.

LETTER NUMBER  
RL257782





إحدى مبادرات مؤسسة الملكة رانيا

This is to certify that

Ahmed Mohamed Mahmoud

11/9/2023

Successfully completed:

**The Upper-Intermediate Level (B2)**

This level of the Interactive English Program simulates the B2 level of the Common European Framework of Reference for languages (CEFR). The content of this level was developed by Amideast and Intellectus Education and it consists of 20 hours.

Level  
Completion  
Certificate



Scan code to  
verify the  
certificate

## Level Completion Certificate

This is to certify that:

**Ahmed Mohamed Mahmoud**

Successfully completed

## Project Management Foundation

Introducing basic project management skills and tools, and how to start a project management journey within companies or individually.



Scan code to  
verify the  
certificate



*Hazem Zaitoun*

Dr. Hazem Zaitoun

Eng. Feras Diab

18/2/2024