

# AMRO ADEL KHALIFA

## SENIOR CUSTOMER RELATION / SENIOR HOSPITALITY AGENT/ HOLIDAY HOMES SPECIALIST

### CONTACT

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### SKILLS

Skill name here

Your Skill

Special skills

List your skills

### EDUCATION

ASSUIT UNIVERSITY, FACULTY OF COMMERCE

#### Assiut University

2005-2009

Assiut University is an educational and research institution specializing in areas of Accounting, business administration, economics, insurance, and Political Sciences. It offers a variety of programs and courses of study and advanced training in such fields

political science

American university of Cairo

### LANGUAGES

English

German

Spanish

### PROFILE

Self-motivated university graduate with a Bachelor's of commerce and political science in Secondary Education And critical experience in learning technology. Working for sales department (delaying with new customers for new offer. Organized sales department with 7 years' experience maintaining effective client schedules, billing policies, and Office workflows

### WORK EXPERIENCE

#### senior hospitality agent/ holiday homes specialist

##### DANUBE HOSPITALITY

2020-2022

- FF&E & OS&E
- Act as the primary point of contact between suppliers and a business
- responsible for the procurement of products and goods for use in the business by identifying potential supplier sources, screening them and negotiating favorable payment terms
- Customer relation: calling all the online leads & receiving all the requirements FROM THE CLIENTS
- Working with procurement team & making the quotation
- Experience managing direct reports; hospitality a plus
- Follow up with our suppliers and visit the factories and observe the production

#### • PROJECTS

- STELLA STAY residential Al Barsha
- Crown prince of Abu Dubai office
- Dream hotel Qatar
- Emirate's palace hotel

#### senior customer relation / showroom in-charge / salesB2B /e-commerce customer service representative

##### DANUBE HOME

20192022

- Significant experience using guest/customer communication tools such as Salesforce
- Personable, guest-centric, and positive; you love speaking with others in person and via phone, email, and chat
- Strong computer literacy and writing skills and comfort switching between multiple desktop and mobile applications
- Flexible schedule and open to working evenings, weekends and holidays
- Ability to lift/carry items up to 50 pounds and stand/walk for extended periods of time
- Proficiency in languages other than English a plus
- Proven ability to lead, prioritize and deliver with a focus on driving team performance through coaching, training and accountability
- Strong affinity to people management and able to effectively lead a team by example, inspiring people to be engaged and proactive
- Great communication skills, able to define clear action steps for their team members and effectively delegate.

## **call center representative**

### **VODAFONE COMPANY, EGYPT**

2008/2017

- customer care at UK account in Vodafone Egypt from 2009 to 2011
- Act as a front-line interface with customers of Vodafone UK Customers.
- Role involves responding to customers over the phone and resolving their inquiries.
- The main purpose is to facilitate and provide a Vodafone global customer service standard
- Role involves responding to customers over the phone and resolving their inquiries
- Communicate positively with all involved parties in order to facilitate customer's reception of the expected
- Own and manage the client relationship: resolving calls efficiently and effectively.

## **senior facility management**

### **jaz aquamarine hurghada**

2017/2019

- The facilities manager oversees all aspects of building functions and guarantees the safety and functionality of all facilities
- Duties include running routine safety inspections, corresponding with contractors, planning maintenance work, maintaining records, and supervising facilities staff.
- Ensures security and emergency preparedness procedures are implemented properly.

2020-2022

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