



AHMED MOHAMMED ABDALBADEA
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OBJECTIVE

High school graduate looking to pursue opportunities that will enrich my knowledge and experience with a strong background in customer experience improvement and quality assurance.

Available for immediate employment.

SKILLS

- Time management
- Effective conflict resolution and complaints management
- Team-work and leadership
- Working under pressure
- Strong communication

LANGUAGES

- Arabic: native tongue.
- English: Excellent written and spoken.

EXPERIENCE

RECEPTIONIST AND CLIENT EXPERIENCE SPECIALIST

FOUR SEASONS HOTEL, EGYPT • FEBRUARY/ 2017 - SEPTEMBER/2018

- Check-in and check-out assistance to guests and provide concierge services.
- Ensure customer is satisfied with experience, assist in resolving any issues and meeting guests expectations.
- Manage booking and reservation systems, online reservations, phone reservations and payments.

CUSTOMER SERVICE SPECIALIST •

ETISALAT TELECOMMUNICATION, EGYPT • DECEMBER/2018 - MARCH/2019.

- Responsible for on-boarding new customers, explaining
- all services available and signing new contracts.
- Managing and answering client queries and handling
- complaints with regards to services.

EDUCATION

High School Diploma:

• Tawjihia Certificate - AlHidaya AlKhalifah Secondary Boys' School, 2012– 2016.

VOLUNTEER EXPERIENCE OR LEADERSHIP

Member of Resala Charitable Society for 3 years, participated in high school in many visits to the elderly home, organizer in the Blind Marathon in 2016.