

# Samar Emad Ahmed

## ABOUT ME

Looking for a challenging position in a reputable property to utilize my experience and interpersonal skills and prove my abilities. A hard worker, able to work under pressure, self-motivated, flexible and emotionally resilient. A problem solver dedicated to the pursuit of perfectionism while maintaining a strong team spirit

## EXPERIENCE

### Customer Care Agent

#### *Octopus / 2022*

- Manage large amounts of incoming phone calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers

### Sales Representative

#### *Unilever / 2021*

- Selling products and services using solid arguments to prospective customers
- Performing cost-benefit analyses of existing and potential customers
- Maintaining positive business relationships to ensure future sales

### Sales Representative

#### *United Bionat for Cosmetics / 2020*

- Selling products and services using solid arguments to prospective customers
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### Sales Representative

#### *Benchmark for Advertising / 2013*

- Selling products and services using solid arguments to prospective customers
- Performing cost-benefit analyses of existing and potential customers
- Maintaining positive business relationships to ensure future sales



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Egypt

## EDUCATION

Aboukir High Institute (AHI)

*Bachelor Degree of Hotel Management*

2017 - 2020

### SKILLS

- Microsoft Excel
- Microsoft Power Point
- Microsoft Word
- Computer skills
- Problem-solving skills.
- Good Presentation skills.
- Effective time management.
- Confident communication.
- Experience in handling customers.
- Quick at learning something new

### Training

- MOS – which held at ISAC Academy 2019
- ICSL – Held at Faculty of Tourism and Hotels 2017
- Al Abyad Tourism ticketing 2016

Language	Written	Spoken
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Arabic	Fluent	Fluent
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English	Fluent	Fluent
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