



# ALI SAAD

## About Me

An enthusiastic, skilled and reliable person, seeking a position that gains me experience and reflects my skills and personal attributes including dedication, meeting goals, creativity and the ability to follow through. Self-motivated sales brings proven leadership, organizational and customer relations skills.



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15 may st .shoupra elkhima  
cairo

## Language

- Arabic
- English (basic)
- french (basic)

## Expertise

- Management Skills
- Creativity
- Digital Marketing
- Negotiation
- Critical Thinking
- Leadership

## Experience

### Trips Coordinator Sales

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2021 - curent

- Coached employees through day-to-day work and complex problems.
- Gathered and organized materials to support operations.
- Entered data, generated reports, and produced tracking documents.
- Evaluated operational practices and identified improvement opportunities to develop revisions for systems and procedures.
- Inventoried and ordered office supplies to maintain availability of products.
- Handled incoming and outgoing shipping and receiving activities.
- Coordinated with human resources department to handle payroll and personnel database

### Supervisor

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2020- 2021

Handled customer complaints, resolved issues, and adjusted policies to meet changing needs.

- Mentored newly hired employees on operating equipment and safety and developed training manual to use for reference.
- Achieved results by working with staff to meet established targets.
- Evaluated employee performance and coached and trained to improve weak areas.
- Created successful work schedules for each team member to maintain deadlines and fully staff shifts.
- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows.

### IT Helpdesk Technician

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2015 - 2019

- IT helpdesk, responsible for laptop maintenance and support
- Provide technical assistance and support related to computer systems, hardware, and software
- Track, monitor and respond to communications from customers
- Help the customer troubleshoot their issue
- Offer accurate information about the product and suggestions for improvements.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- Performed tests of functionality, security, and performance of different workstations and devices.
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## Education

### Borcelle University

Bachelor of law

2015 - 2020