

# AHMED MOHAMED

Administrative Assistant / Customer Service Representative

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## Summary

Dedicated and detail-oriented Administrative Professional with 6 years of experience providing exceptional support in office administration and customer service. Skilled in managing daily operations, coordinating schedules, handling client inquiries, and ensuring smooth workflow. Strong interpersonal and communication skills, with a proven ability to maintain positive relationships with clients, colleagues, and management. Adept at multitasking, problem-solving, and delivering high-quality service in fast-paced environments.

## Key Achievements

### Classroom Management Optimization

Increased classroom efficiency, benefiting over 700 students by optimizing resource allocation.

### Data Entry Quality Improvement

Led data entry project reducing errors by 25% through improved validation techniques.

### Student Event Coordination

Coordinated six successful student events, engaging 500 participants and achieving 95% satisfaction rate.

### Technical Support Efficiency

Resolved 70% of technical issues within 24 hours, enhancing student registration experience.

## Experience

### LATOYA

Zagazig

#### Administrative Assistant / Customer Service Representative

11/2020 - 10/2025

- Handled client complaints and resolved issues effectively to ensure customer satisfaction.
- Managed office operations, including scheduling meetings, handling correspondence, and maintaining filing systems.
- Provided front-line customer support by responding to inquiries via phone, email, and in person.
- Assisted in preparing reports, presentations, and official documents.
- Handled client complaints and resolved issues effectively to ensure customer satisfaction.
- Supported management with daily administrative tasks and coordinated with internal teams.
- Monitored office supplies and coordinated procurement to ensure smooth operations.

### Smart Centre

Location

#### Customer Service Executive

2020 - 10/2025

- Delivered excellent customer support, ensuring timely resolution of customer requests and complaints.
- Processed customer orders, payments, and service requests efficiently.
- Built and maintained strong client relationships through effective communication and follow-up.
- Maintained accurate records of interactions and transactions in CRM systems.
- Assisted in training new staff members in customer service procedures and company policies.

## Education

### Faculty of Commerce

Zagazig

#### Bachelor's Degree in Business Administration department - English Section

09/2015 - 05/2019

### Faculty of Commerce, Zagazig University

Zagazig

#### Postgraduate Diploma in Business Administration

09/2019 - 05/2021

### Uccd

Zagazig University

#### Customer Service course

07/2020

- Faculty of commerce, Zagazig University

### Zad Academy

Zagazig

#### Orcal course

10/2019

- Zagazig University

## Education

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Uccd	Zagazig
Entrepreneurship course	07/2019
<ul style="list-style-type: none"><li>• Faculty of commerce, Zagazig University</li></ul>	
Armed Forces Institute	Oraby
ICDL course	11/2016

## Languages

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Arabic Native ●●●●● English Advanced ●●●●●