



Ahmed Abd El Rahim Mohamed

Jeddah

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Personal Details

- Date of Birth : 26/9/1986
- Marital Status : Married
- Nationality : Egyptian

Education

- **Zagazig university** 2015
Bachelor of law

Objective

To obtain a challenging position in a reputable organization where I can utilize my 6 years of experience in customer service and 4 years in service center management to enhance customer satisfaction, improve operational efficiency, and contribute to the company's growth. I aim to apply my leadership, financial handling, and problem-solving skills in a dynamic and professional work environment while continuing to develop my career.

Experience

- **Rama Elevators & Escalators, Egypt** 2015 - 2017
Customer Service Representative
 - Handled customer inquiries and service requests related to elevator and escalator maintenance.
 - Scheduled maintenance visits and coordinated with technical teams.
 - Followed up on complaints to ensure timely resolution and customer satisfaction.
- **Collins Elevators and Escalators** 2017 - 2019
Customer Service Representative
 - Managed high-volume customer calls and service reports.
 - Prepared service documentation and updated maintenance records.
 - Maintained strong client relationships and ensured professional communication.
- **Amer Group (Porto Sokhna - Porto South Beach) Egypt** 2019 - 2022
Customer Service Representative
 - Assisted residents and property owners with service requests and complaints.
 - Coordinated with maintenance and facility teams to ensure quick issue resolution.
 - Enhanced customer satisfaction through proactive communication and follow-up.
- **Al Maamoun Automotive Service Center, Egypt** 2022 - 2025
Manager Assistant
 - Supervised daily operations and managed technical staff workflow.
 - Monitored service quality, inventory, and customer satisfaction.
 - Resolved operational challenges and improved service efficiency.
- **Faz Business Co. - Jeddah** 09/2025 - 03/2026
Treasurer & Accounting Data Entry
 - Managed daily cash transactions and financial records.
 - Performed data entry for accounting operations with high accuracy.
 - Ensured proper reconciliation of accounts and compliance with financial procedures.

Skills

- Customer Service Excellence
- Team Leadership & Staff Supervision
- Service Center Operations Management
- Cash Handling & Financial Control
- Time Management & Task Organization
- Attention to Detail & Accuracy
- Microsoft Office (Word, Excel)