

# Emad Mostafa Ahmed Moussa

Front Desk Receptionist | Customer Service | Gym Operations

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📄 Valid Resident Visa 🚗 Under Process



## Profile

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Motivated and customer-focused Front Desk Receptionist with strong experience working in leading gyms, including FDA Gym, Oxygen Gym, and Pro Plus Gym. Skilled in customer service, membership management, cross-selling, handling client inquiries, and creating a positive first impression for all members. Bringing more than 15 years of administrative background from the Ministry of Finance, combined with strong communication skills, accuracy, and the ability to work under pressure.

My dream was to work as a flight attendant. I am a social person who loves sports and pets.

## Professional Experience

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### Front Desk / Administrative Assistant,

*FAJ Technical Services LLC- Al Quoz 4 – Dubai, UAE*

2025

Dubai

- Welcomed clients and visitors professionally and managed the front desk area.
- Answered incoming calls and transferred them to the correct departments.
- Managed daily schedules and organized meetings for management and technicians.
- Created new service requests and updated customer information in the system.
- Contacted customers to confirm maintenance and technical visit appointments.
- Coordinated with technicians throughout the day and ensured they followed their assigned schedules and locations.
- Followed up on technical operations to avoid delays and ensure smooth workflow.
- Reviewed daily technical reports and submitted them to management.
- Prepared invoices, letters, and service contracts.
- Handled email and official WhatsApp communication.
- Assisted HR with organizing employee files.
- Maintained a professional and organized reception environment.

### Front Desk Receptionist – FDA Gym (Zamalek, Egypt), *Front Desk Receptionist*

02/2009 – 04/2014

Cairo, Egypt

- Delivered excellent customer service and cross-selling for PT packages.
- Explained gym features, services, and membership pricing.
- Handled cash/POS payments and managed the front desk area.
- Conducted tours for new clients and assisted with onboarding.
- Managed attendance of clients and trainers.

### Customer Service Agent, *British council Cairo*

Cairo, Egypt

Communicating with clients explaining contents of the scientific material of the course to be studied and the differences between each level and providing advice for passing each level in the course.

Answering phones and answering all questions related to work and customer assistance.

Maintaining communication with clients to follow up on their academic level throughout the course and during training.

**Front Desk, Oxygen Gym**

12/2011 – 04/2015  
Cairo, Egypt

- Delivered excellent customer service and cross-selling for PT packages.
- Explained gym features, services, and membership pricing.
- Handled cash/POS payments and managed the front desk area.
- Conducted tours for new clients and assisted with onboarding.
- Managed attendance of clients and trainers.

**Front Desk Receptionist – Pro Plus Gym (Dokki, Egypt), Pro Plus Gym**

Cairo, Egypt

- Welcomed members and ensured a smooth check-in experience.
- Managed expired memberships and contacted clients for renewals.
- Registered new members with accurate data entry.
- Resolved barcode and membership issues quickly and efficiently.
- Replied to inquiries via phone, WhatsApp, and Instagram.
- Helped clients choose the right subscription based on fitness goals.

**Receptionist/Administrative Assistant, Ministry of Finance Egypt**

2007  
Cairo, Egypt

- Welcomed visitors and staff members in a professional and courteous manner at the Ministry premises.
- Answered incoming phone calls and transferred them to relevant departments.
- Scheduled and coordinated official meetings and appointments.
- Handled incoming and outgoing correspondence, both paper-based and electronic.
- Prepared and printed official documents, reports, and government letters.
- Organized and archived files in both physical and digital formats using modern archiving systems.
- Provided daily administrative support to various departments.
- Operated office equipment such as scanners, printers, and photocopiers.
- Managed office supply orders and ensured availability of materials.
- Maintained confidentiality of sensitive government data and information.
- Worked with government electronic systems to input and retrieve employee and financial data.
- Used internet and official email for both internal and external communication.
- Operated within the ministry's internal network (Intranet) and updated staff records regularly.
- Uploaded files and maintained secure backups through electronic data systems.

**Skills Demonstrated:**

- Excellent communication and interpersonal skills.
- High accuracy and speed in electronic data entry and document handling.
- Proficient in Microsoft Office Suite, archiving software, and internal government systems.
- Strong organizational skills and ability to manage time and prioritize tasks.
- Capable of working under pressure and meeting strict deadlines.
- Professional in dealing with digital platforms and ensuring data protection and confidentiality.

## **Owner & Manager-Grocery Store (Self-Owned Business),,**

Cairo, Egypt

### *Self-employed/Small Business*

- Managed daily operations of the grocery store independently.
- Handled purchasing, inventory control, and supplier negotiations.
- Delivered excellent customer service and resolved issues efficiently.
- Maintained stock levels, ensured product quality, and organized displays.
- Conducted sales transactions and managed cash and POS systems.
- Monitored revenues and expenses through simple financial tracking.
- Kept the store clean, organized, and customer-friendly.
- Built strong relationships with customers to ensure repeat business.

### Skills Gained:

- Strong customer service and communication skills.
- Experience in sales, pricing, and stock management.
- Problem-solving and quick decision-making ability.
- Time management and organizational skills.
- Self-discipline, reliability, and entrepreneurial mindset

## **Education**

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### **Bachelor of Management Information Systems,**

*Higher Institute for Advanced Studies*

05/2003 – 09/2006

Cairo, Egypt

### **Bachelor of Management Information Systems,**

*Higher Institute for Advanced Studies*

05/2003 – 09/2006

Cairo, Egypt

## **Skills**

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- Front Office Operations
- Customer Service Excellence
- Communication skills
- Project management
- File Management
- Data Entry Accuracy
- windows user
- Client Education on Services
- windows user
- File Management
- Microsoft office
- Customer Service Operations
- Telephonic Inquiry Handling
- Data Analysis
- Data Review
- Microsoft office
- Strong leadership and team management
- Problem Resolution
- Communication skills
- Telephonic Inquiry Handling
- Technical Support

## **Languages**

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- Arabic
- English

## Courses

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### **Comprehensive English Language Course - British Institute, Egypt**

Covered all language skills including speaking, listening, reading, writing, grammar, and vocabulary to improve overall proficiency.

### **Learning about customer behavior and psychology**

Modern Methods in human resources management 201  
Ministry of finance

### **Managing public relations and media**

Ministry of finance  
Managing public relations and media in the variables of globalization and information technology.

### **Technology and software tools**

### **Reading books on management and personal development**