

# Ahmed Helmy

Customer service representative

## Contact

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Address: Musaffah10, Abu Dhabi, UAE

Nationality: Egyptian

Age : 26



## Professional Summary

I will be responsible for responding to patients, making outgoing calls, and following up on inquiries to ensure their needs are met in a timely and professional manner.

## Work experience

### Customer service 2024/2023

### Goldes Gym in Egypt

- Strong multitasking skills and the ability to manage multiple priorities at once.
- Excellent communication skills, both verbal and written.
- Team player with a positive attitude and the ability to collaborate effectively.
- Motivated, self-driven, and eager to contribute to the team's success
- Address and resolve patient concerns and issues efficiently.
- Maintain accurate records of patient interactions and follow up as needed.
- Work closely with the team to ensure patient satisfaction and smooth operations.

### Admin & Receptionist 2023/2022

### Pro fit gym in Egypt

- Greet visitors and clients as they arrive at the office.
- Answer and direct phone calls to the appropriate staff members.
- Manage appointment scheduling and maintain the office calendar.
- Assist in preparing and maintaining office documentation and records.
- Maintain a tidy and presentable reception area.
- Coordinate with other departments to ensure efficient office operations.

### Admin 2022/2021

### Dolphin Academy

- Oversee and manage daily office operations.
- Ensure smooth workflow across all administrative functions.
- Maintain and organize office records, files, and documentation.
- Handle office budgeting, procurement, and supply management.
- Manage invoices, purchase orders, and other financial documents.
- Coordinate with finance and accounting teams for payments and reconciliations.

## Education

Faculty of Physical Education

2021

Menoufia University In Egypt

## Courses and certificates

- The basic certificate for trainers in karate from the General Syndicate of Sports Professions
- Black belt second class (2dan) from the Egyptian Karate Federation

## Language

English

Advanced

Arabic

Mother language

## Skills

- lead ship
- Communication skills
- Solving the problems
- Interpersonal skills
- Customer Service skills
- active listening skills