



Ahmed Ibrahim

I hope to reach an executive position within a large reputable company where I can utilize my skills and achieve my ambitions.

CONTACT ME

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Military Status : Exempted

Date of Birth : 1/5/1995

Marital status : Married

EDUCATION

Bachelor of Tourism and Hotels

Helwan University

2019 - Grade Good

Higher Institute for Tourism and Hotels

6th of October

SKILLS

- Ability to work in a team
- Quick and eager to learn
- Good listener
- time management skills
- Work under pressure
- Organized

LANGUAGE

- Arabic - Native
- English - very Good

WORK EXPERIENCE

Receptionist

Welcare Hospital

2021- 2022

- Receiving patients and their families, reassuring them, and answering all their questions and inquiries.
- Directing patients and their families to clinics, departments and facilities where doctors provide medical care for them.
- Coordination of booking and visiting patients for various clinics, laboratories and other hospital facilities.
- Coordinating with doctors and various departments within the hospital.
- Preparing periodic reports for administrators and decision makers in hospitals.

Technical Support

We Company

2020- 2021

- Follow up on customer problems and provide advice and solutions that are appropriate to the customer's needs.
- Maintain customer and employee records.
- Work on analyzing call logs so you can spot and resolve common issues.
- Updating self-help files and methods to help customers and employees solve simple problems themselves and save time.
- Collaborate with specialized engineers and participate in solving the most complex problems.
- Follow-up and repair of devices and equipment and supervise their efficiency and ensure that they work properly

sales

We Company

2019-2020

- Present, promote and sell products/services using solid arguments to existing and prospective customers
- Perform cost-benefit and needs analysis of existing/potential customers to meet their needs
- Establish, develop and maintain positive business and customer relationships
- Reach out to customer leads through cold calling
- Expedite the resolution of customer problems and complaints to maximize satisfaction
- Achieve agreed upon sales targets and outcomes within schedule
- Coordinate sales effort with team members and other departments

Receptionist

Marriott Mena House

Jan 2018 till Jun

- Follow up and doing all check-in and check-out tasks.
- Manage and follow up on online and telephone reservations.
- Inform customers about payment methods by checking their credit card details.
- Recording the necessary data and information for visitors.
- Receiving and welcoming visitors upon their arrival and directing them to the rooms.
- Cooperate with visitors and provide information about the hotel, available rooms, prices and facilities.
- Respond to customer complaints in a timely and professional manner.
- Communicate with the different departments within the hotel according to the needs of the guests.
- Confirmation of reservations and arrangement of customer services.
- Periodic updating and maintaining records of reservations and payments