Ahmed Shokry Ibrahim

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Career objective:

To be an integral part a professional team in your company where my personal skills, education and experience will be effectively utilized in a challenging position.

Personal Information:

Marital Status **:** Married.
Nationality **:** Egyptian.
Date of Birth **:** 1/10/1983.
Visa **:** Resident.

Driving License **:** Yes (from 2008)

Professional Experience (UAE):

From February 2007 to December 2010:

Working in (Kuwait Food Company):

1. Started as team member.
2. Casher.
3. Shift supervisor (from May 2010 to December 2010):
   - Work in managing the restaurant.
   - Developing the plan for monthly restaurant.
   - Calculate the monthly cost, profit and loss.
   - Calculate the daily cost of staff.
   - Distribution of work tasks to staff.

From January 2011 till now:

Work in Ali & Sons Company (Euro star rent car):

Job description:

- Senior rental agent.

- Operation Coordinator for individual and companies.
- Customer service support.
- Handle customer complaints if any.
- Handling the new rental requirement.
- Arranging daily reports for available vehicles of all branches.
- Open and close new agreements in our company system (SAP) and police system.
- Check for all traffic Fines in police system and contact the customers for payment.
- Check Salik system and charge the customer's account.
- Contact the individual customers for monthly payment and prepare the receipts.
- Arrange and delivery the monthly companies invoices.
- Control daily cash business report.
- End of the day closing Batch transmission.
- Checking in & out cars and complete VDR.
- Coordinate with drivers for any delivery or collection vehicles.
- Follow up customers cars for maintenance.
- Arrange replacement car for any accident or service vehicle.
- Follow up with our workshop team for all maintenance and accident vehicle.
- Arrange with customers to return the original vehicle after finishing maintenance or accident repair.
- Coordinate with customers in case any accident to complete insurance documents requirement and arrange police report.
- Schedule the drivers and check quality standards of driver.

Training In UAE:

- SAP system training (for rental companies).
- Zip drive system training (for rental companies).
- Get ready to lead course (from Kuwait food company).

Professional Experience (Egypt):

1. Paradise Travel Company:

- Assisting the customers to know more about our company.
- Marketing of the company's products to customers
- Follow up customer problems after contracting with the company (if any).
- Sales executive.

Summary of Experience:

Over **7 years** of experience in Customer service and Administrative work.

Education:

Graduated from the Institute of Tourism and Hotels (2004).

Personal Skills:

- Excellent communication skills.
- Team Leadership.
- Ability to work under pressure.
- Ability to make plan for the work.
- Organizing and timing management in office administration special training customer service.
- Experience in (U.A.E) 10 years.

Computer Skills:

1. Good skills in Microsoft office & windows XP and Internet browsing.
2. Have ability to learn all.

Languages:

Arabic : Mother language.
English : Good.