

Curriculum Vitae

Ahmed Galal Abd El Gayed Ahmed



A mass communication graduate, I worked as Customer Service Officer at pharmaceutical companies for a long time exceeded 7 years gaining extensive specialist knowledge in Field Customer service and considerable practical experience of field Customer Service I have helped to improve the management Customer service in the company where I work, I speak Arabic, English and French, am computer-literate and am a good oral and written communicator, able to work well both in teams and individually My Customer service experience and backgrounds has given me the ability to provide good customer care to any customer Whether small client or a big customer
I would particularly relish a job involving the use of my Customer service, but would be interested in any career challenge within Customer service, sales, human resources or customer liaison - within Egypt, or any other where

Education:

- Primary and Secondary schools in Maghagha, Egypt.
- 2001: BA degree in Mass Communications from Minia University, Egypt, Department of Mass Communications, Faculty of Arts.

Career:

- Feb 2002 – Dec 2004: customer services senior in (EIPICO) pharmaceuticals
- May 2005 - Oct 2010, customer services supervisor in (Ibn Sina Laborex) Minia branch
- Oct 2010– To Apr 2016, Regional Customer Service Manager in (Ibn Sina Laborex)
- May 2016 – To Date, Reporting And Data Analysis Manager in (TAQA ARABIA GROUP)

Skills:

- Good practical skills in the use of computers, computer software and office programs.
- Oral and written English to a good standard.
- General office administrative and planning skills.
- Customer care and liaison skills, team-working skills, organizational skills.
- The ability to communicate specialist knowledge with vivacity and clarity.

PERSONAL DETAILS :

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- **Date of birth** : Dec . 13 rd . 1980
- **Nationality** : Egyptian
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