

AHMED FARID ABDELSAMIEE

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Address: Heliopolis, Cairo, Egypt.

PROFESSIONAL SUMMARY

Results-driven tourism, hospitality, and sales professional with over 10 years of experience in driving revenue growth, managing client relationships, and delivering exceptional customer service. Proven record of consistently achieving and exceeding sales targets in competitive markets. Skilled in prospecting, lead qualification, upselling, and cross-selling to maximize profitability. Adept at handling high call volumes, resolving escalated issues, and maintaining long-term client loyalty. Proficient in CRM platforms such as Zendesk, Salesforce, and travel booking systems. Seeking to leverage expertise in a dynamic environment that values performance, customer satisfaction, and continuous improvement.

WORK EXPERIENCE

Senior Officer Customer Service at Almosafer Travel Agency, Cairo, Egypt. Oct 2021 – Present

- Resolved high-level escalations via phone, email, and live chat with a strong focus on first-contact resolution; managed an average of 60 cases per day.
- Created and oversaw the internal “CS Helper” knowledge base, reducing support floor dependency by 80%.
- Realized a 97% customer satisfaction rate by consistently applying strategic and empathetic issue resolution.
- Trained and mentored over 30 new team members, resulting in a 96% certification pass rate.

Senior Officer Online Accommodations at Almosafer Travel Agency, Cairo, Egypt. June 2017 – Sep 2021

- Confirmed over 60 daily hotel reservations across international markets, ensuring data accuracy and timely processing.
- Addressed an average of 60 daily cases involving issues such as overbookings, incorrect room types, mapping errors, payment discrepancies, and system failures.
- Handled complex hotel reservation scenarios, including booking modifications and rate negotiations.
- Maintained high booking accuracy, contributing to a 95% error-free processing rate.

Sales Representative at Almosafer Travel Agency, Cairo, Egypt. Aug 2015 – May 2017

- Sold over 60 travel packages per quarter, generating an average of SAR 120K in monthly revenue.
- Achieved 95% of sales targets for 18 consecutive months through effective upselling and cross-selling.
- Increased corporate client base by 30% through targeted outreach and relationship management.

Sales Representative at Taiba Import and Export Company, Cairo, Egypt. Feb 2014 – Jul 2015

- Promoted and sold a wide range of imported products, including electronics, home appliances, and food items, to both retail and wholesale clients.
- Consistently exceeded monthly sales targets, achieving 125% of quota for four consecutive quarters.
- Built and nurtured strong relationships with over 50 key accounts, resulting in a 30% increase in repeat business.

EDUCATION**Bachelor's Tourism and Hotel Management. Sep 2010 – Jul 2014.**

Minya University. Minya, Egypt.

CERTIFICATIONS**Advanced Customer Service Techniques. Feb 2025.**

Complaint Handling and Retention. May 2024.

Educational Leadership Program. Mar 2023.

SKILLS

- Problem Solving.
 - Negotiation And Persuasion.
 - Effective Communication.
 - Multitasking And Prioritization.
 - Target Achievement.
 - Active Listening.
 - Leadership And Team Management.
 - Strategic Decision-Making.
 - Time Management.
 - Positive Attitude and Professionalism.
 - Working Under Pressure.
 - Call and Case Management.
 - Microsoft Office Suite (Excel, PowerPoint, Outlook).
 - Presentation And Public Speaking Skills.
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LANGUAGES

- **Arabic:** Native.
- **English:** Upper Intermediate.