

Ahmed Adeeb Shahwan

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PROFESSIONAL SUMMARY

Customer-focused and results-driven professional with 5+ years of experience in customer service, sales, and real estate, and 3+ years specializing in AI prompt engineering and digital media. Proven success in boosting client satisfaction, automating operations, and enhancing sales pipelines using data-driven approaches. Adept in CRM systems, AI tools, and cross-functional collaboration. Ready to contribute strong technical, sales, and communication skills to growth-driven organizations.

KEY SKILLS

- Customer Service & Retention
- Sales Strategy & Lead Generation
- Real Estate Marketing & Brokerage
- AI Prompt Engineering (ChatGPT, GPT-4, Copilot, Gemini)
- CRM Tools: Salesforce, Zoho CRM
- Digital Marketing & Social Media
- Data Analysis & Reporting
- Event & Project Coordination
- Microsoft Office Suite
- Python for Automation
- Photography & Visual Content Creation

PROFESSIONAL EXPERIENCE

Freelance AI Prompt Engineer

Riyadh, Saudi Arabia | Jan 2021 – Present

- Designed 100+ AI prompts for chatbots and content tools, improving output relevance by 30%.
- Automated customer service and internal workflows using Python and Copilot, reducing manual effort by 40%.
- Advised 10+ businesses on AI implementation to improve engagement and support metrics.
- Trained teams on AI prompt writing, increasing tool adoption by 65%.

Customer Service Coordinator – STC 5% satisfaction score.

- Implemented CRM solutions to reduce response time by 20%.
- Bridged communication between sales and tech teams to streamline resolutions.
- Analyzed network and social data to identify gaps and suggest service improvements.

Data Entry & Telemarketing Representative – Marcom Arabia

Riyadh, Saudi Arabia | Feb 2006 – Jun 2006

- Maintained over 5,000 customer records with 85% data accuracy.
- Conducted outbound campaigns that generated 500+ qualified leads.
- Supported conference marketing efforts and logistics for events of 200+ attendees.
- Handled official documentation and booking confirmations.

EDUCATION

Bachelor of Information Technology

Arab Open University, Riyadh, Saudi Arabia | 2005

CERTIFICATIONS & TOOLS

- Advanced Prompt Engineering (ChatGPT, Gemini, Copilot)
- Salesforce & Zoho CRM
- Microsoft Office Suite (Excel, PowerPoint, Word)

- Python Automation Basics

LANGUAGES

- Arabic: Native
- English: Fluent