



# Mahmoud Mohammed Roushdy

Dubai , Barsha

mahmudrshdy@gmail.com | +971508241208 | DoB: 16/09/1991

I am a professional seeking a job where I can apply my skills, education, and talents to contribute to a company's success and growth, while also advancing my own personal and professional development.

## Professional Experience

### Care Service Company

03/20 - 10/23

#### Financial Administrative

- Prepares payrolls
- Analysis check and deduction
- Organize and schedule appointments
- Plan meetings and take detailed minutes
- Handling administrative requests and queries from senior managers

### Eden Rock Hotel

03/18 - 03/20

#### Front Desk Office

- . Maintenance of counter cash / petty cash/ payments from the guests and monitoring payment status
- . Handling local and international calls.
- . Managed daily check-in/check-outs of hotel guests.
- . Uses suggestive selling techniques to sell room nights, and increase occupancy and revenue.

### Amphoras Aqua

04/16 - 03/18

#### Front Desk Representative

- Managed daily check-in/check-outs of hotel guests.
- I Always ensure outstanding customer care.
- Uses suggestive selling techniques to sell room nights, and increase occupancy and revenue.
- Resolve customer issues, complaints, and problems quickly and efficiently .

### Vodafone Egypt

07/13 - 03/16

#### Customer Service

- Manage large amounts of incoming phone calls
- Provide accurate , valid and complete information by using the right methods /tools
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits
- follow up to ensure resolution

## Education

### Bachelor Degree In Commerce - Benha University

09/09 - 06/13

## Key Skills

- Microsoft office
- Presentation skills creativity, communication skills
- Numerical ability analytic skills and logical reasoning convincing skills
- Sebel (oracle)
- Ids