



MOHAMMED A. BADR
CUSTOMER SERVICES EXECUTIVE



ABOUT ME

Dynamic CSE with comprehensive knowledge of the logistics operation and events management. Adept at providing an optimal level of customer support that includes speedy resolutions to customer service issues.



CONTACT ME



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MY SKILLS

Customer-Facing



Event Industry Knowledge



Project Management



Written and Verbal Communication



Creative Problem-Solving



Analyzing Information



WORK EXPERIENCE

Sr.CUSTOMER SERVICES EXECUTIVE NINTEY DEGREES

Tbilisi, Georgia

May 2017 – Till date

Monitoring and overseeing the cycle of goods distribution, tracking orders, and update our clients regarding their shipments, through the tracking system, in addition, to define challenges and any solve issues regarding those shipments.

EVENTS COORDINATOR

INTERNATIONAL EXPERTIES FOR RESEARCH ENRICHMENT KNOWLEDGE (IEREK)

Alexandria, Egypt

March 2015 - April 2017

Supervised the pre-event preparation process, in addition to, confirm the final checks on the day of the event to ensure that everything meets the requirements, Overseeing the event's execution, and act quickly to resolve any sudden issues.

STOCK CONTROL SUPERVISOR ENGINEERS' CLUB

Alexandria, Egypt

May 2014– Jan 2015

Managed the process of the tracking inventory levels, ordering more merchandise when it is needed and predicting when more of a certain product will be in demand.



EDUCATION

WOARKFORCE PASSPORT PROGRAM (WFP)

NEW HORIZONS

July 2017

E-MARKETING

NEW HORIZONS

June 2017

ADVANCE BUSINESS MANAGEMENT COURSE

SHELL EGYPT

May 2014

BACHELOR DEGREE IN ARTS GRECO ROMAN ARCHAEOLOGY

Alexandria University, Alexandria - Egypt

2009 – 2013



KEY ACHIEVEMENTS

- Designed & built clients information database and job orders tracking system, which helped the team to track daily activities and provide our clients with the required information on time.
- Brought numbers of sponsors deals to cover IEREK's conference and seminars.



COMMUNITY SERVICES

MANUSCRIPT RESTORATION OFFICER BIBLIOTHECA ALEXANDRINA

Alexandria, Egypt

Feb 2014 – May 2014