



# Ahmed Abdelkhalik

## Business Administration

I have a wide range of work experience. I've worked in Events Operations and Management, IT Helpdesk, Travel Services for the US and Canada, Customer Service as a Chat Representative, and Community Management. I'm also self-studying Sales and Marketing to expand my skills. My background has given me strong abilities in organization, technology, and communication. I'm eager to use my knowledge to improve processes, enhance customer experiences, and support my team.

## Contact

### Phone

01280941444

### Email

asakr4533@gmail.com

### Address

Nasr City, Cairo-Egypt

## Education

2018-2022

**Bachelor's Of Business  
Administration**  
AAST

St Georges College  
**Highschool**  
University/College

## Skills

- Project Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Problem-Solving

## Languages

English

Arabic

French

## Experience

### Events Operation and Management

Gipfel Egypt

- Emmar Misr Marassi Quality Control Team Manager 2023
- Lavista Quality Control Project Manager 2023
- World Youth Forum 2019
- World Youth Forum 2021
- Emmar Misr Marassi Quality Control Team 2020
- Cairo ICT
- Africa Health Excon
- Annual Meetings Of The Central Bank of Egypt

### Travel Agent

Teleperformance - Expedia

- Assisted clients in planning and booking travel arrangements, including flights, hotels, car rentals, and tours for destinations across the US and Canada.
- Provided personalized travel recommendations based on client preferences, budget, and interests, ensuring an exceptional customer experience.
- Coordinated complex itineraries, including multi-city trips, and resolved any travel-related issues or emergencies during the client's journey
- Maintained up-to-date knowledge of travel regulations, visa requirements, and health and safety guidelines for travel to the US and Canada.
- Handled travel-related inquiries and resolved customer concerns promptly and professionally, ensuring client satisfaction.

### IT HELPDESK

ALRAYAH

- Provided technical support to end-users, troubleshooting and resolving issues related to hardware, software, and network systems.
- Managed helpdesk tickets, ensuring timely resolution and clear communication with users.
- Assisted in setting up and configuring workstations, peripherals, and software applications
- Escalated complex issues to higher-level support teams while maintaining ownership until resolution.
- Documented support processes, solutions, and FAQs to improve efficiency and knowledge sharing within the team.

### Community Management -Front Office

Hydepark

- Greeted and assisted residents, visitors, and clients, providing exceptional customer service and addressing inquiries or concerns.
- Managed front desk operations, including handling phone calls, emails, and scheduling appointments.
- Prepared and processed delegations and work permits for property owners and rental agreements, ensuring compliance with regulations.
- Kept accurate records of resident interactions and building activities, contributing to efficient community management.

### System Moderator

Ischool

- Strong communication and conflict resolution skills
- In-depth understanding of community management tools and platforms
- Analytical skills for monitoring and reporting on Daily Sessions
- Ability to remain impartial and handle sensitive situations with discretion
- Assisted in onboarding new moderators, providing training and support to ensure consistent application of moderation standards.