

# Ahmed Zidan

New Cairo, Cairo, Egypt

## CONTACT

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## Career Summary

Experienced in Management, Customer service, Sales, Accounting, project management, and administration fields for more than 15 years. Strong communication and leadership, and a passion for setting and achieving ambitious goals. I enjoy working in challenging environments, and focus on making quick decisions. I value a positive and optimistic working environment, and enjoy both individual and Team work.

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## Education

Bachelor's degree focused in Accounting from Ain Shams University, Egypt. (Graduation Year 2005)

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## Skills

### **COMPUTER:**

Excellent command in MS.

Internet: professional user, searching capabilities. Leadership.

Outlook SAP

IT

Team leader

Customer Relationship Management (CRM)

### **LANGUAGE:**

*Arabic: Native*

*English: Fluent*

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## Competence

- Report development and analysis experience.
- Ability to supervise and coach effectively.
- Strong leadership & interpersonal skills.
- Strong knowledge of order processing systems.
- Operations/Industry Knowledge.
- Customer Service.
- Eye to details
- Business Development.
- Manage Day to Day Department Operations.
- Manage Accurate and Timely Billings.
- strong organizational, analytical, and leadership skills.

## **Work Experience**

### **❖ Edfa Group for Technology – Cairo SAP Support Manager & Office Manager & CEO Assistant Oct.2019 – Nov. 2023**

- Leading project planning sessions.
- Coordinating staff and internal resources.
- Managing project progress and adapt work as required.
- Ensuring projects meet deadlines.
- Managing relationships with clients and stakeholders.
- Designing and signing off on contracts.
- Overseeing all incoming and outgoing project documentation.
- Participating in tender process i.e. design, submission and review.
- Designing risk mitigation plan.
- Conducting project review and creating detailed reports for executive staff.
- Optimizing and improving processes and the overall approach where necessary.
- Securing growth opportunities and initiating new projects.
- Managing large and diverse teams.
- Preparing letters, presentations and reports.
- Organizing meetings and managing databases.
- Processing invoices and managing office budgets.
- Booking transport and accommodation.
- Dealing with correspondence, complaints and queries.
- Attending meetings with senior management.
- Processing invoices and managing office budgets.
- Preparing purchase requests and coordinating with organizational units to provide various technical and logistical requirements.
- Preparing suppliers' data and updating it on an ongoing basis.
- Responsible for company purchase (IBM, DELL).

❖ **Wissam Capital Trading & Cars Co. – Riyadh, KSA**  
**Branch Manager**  
**Oct.2011 – JUL2018**

Managed all Company activities includes Accounting, HR & Administration& Sales functions.

- Manage and supervise the vehicle rental business all over the kingdom.
- Handel Customer complaints.
- Manage and improve the booking systems.
- Ensure rental showrooms and relevant areas are clean and presentable.
- Ensure the highest levels of customer service are adhered to.
- Dealing with customers by phone, email or in person.
- Dealing with all suppliers ensuring prices are competitive and changing if necessary.
- Breakdown cover.
- COI Insurance renewals.
- Develop marketing and pricing strategies.
- Maximize revenue on all rentals.
- Maximize fleet utilization.
- Promote up selling throughout the business.
- Monitor competitors, specifically in areas of rates, fleet, staffing and new branch openings.
- To develop all staff to deliver the highest levels of customer service and ensuring total Customer satisfaction.
- Managing insurance claims and relevant collection.
- Follow up with finance collection of outstanding receivables.
- Follow up with finance collection of outstanding insurance claims.
- Ensure high vehicle standards are kept.

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❖ **Barclay's Bank – Cairo, Egypt**  
**Customer service Representative**  
**SEP.2010 – SEP.2011**

- Approaching customers and offering them advice on our products to persuade them to buy using up-selling and cross-selling techniques.
  - Deal with complaints in a patient and helpful manner.
  - Customer service and problem solving.
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❖ **RAK Bank – Ras Al-Khima – Dubai**

**TEAM LEADER CUSTOMER SERVICE AND SALES**

**FEB.2008 – AUG.2010**

- Implementing strategies and sales goals and sales target.
- Make sales appointments with clients.
- Finds new Target markets and penetrates them to drive sales.
- Create an excellent team environment with an open communication culture.
- Follow up contact clients, conduct effective meeting with clients.
- Delegate tasks and set deadlines
- Oversee day-to-day operation
- Assist and Negotiating with potential clients about their orders and needs.
- Working closely with other departments and teams such as finance and marketing.
- Directing team on the best way to sell the product or service offered.
- Maintaining relationships with clients.

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❖ **AL Ahram Journal – Cairo, Egypt**

**Administration**

**FEB.2007 - JAN.2008**

- Administrative Assistant duties and responsibilities include providing administrative support to ensure efficient operation of the office.
- Supports managers and employees through a variety of tasks related to organization and communication.
- Responsible for confidential and time-sensitive material.
- Familiar with a variety of the field's concepts, practices, and procedures. Ability to effectively communicate via phone and email ensuring that all Administrative Assistant duties are completed accurately and delivered with high quality & in a timely manner.

- May direct and lead the work of others.
  - Rely on experience and judgment to plan and accomplish goals and wide degree of Creativity and latitude is expected.
  - Typically reports to a manager or head of a unit/department.
  - Answer and direct phone calls.
  - Organize and schedule meetings and Appointments Maintain contact lists.
  - Produce and distribute correspondence memos, letters, faxes and forms Assist in the preparation of regularly scheduled reports. Master item list for all new projects.
  - Responsible on weekly meeting with the team to follow up their performance.
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**Credit Agricola Bank – Cairo, Egypt**

**Sales and Customer Service Representative**

**JAN.2006 – JAN.2007**

- Achieve assigned monthly sales target efficiently.
  - Approaching customers and offering them advice on our products to persuadethem to buy using up-selling and cross-selling techniques
  - Deal with complaints in a patient and helpful manner
  - Customer service and problem solving.
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**References available upon your Request**