



Khaled Aboelata Atito Ahmed

Dubai UAE

+971 545344711 | Khaledaboelata66@gmail.com

Professional Summary

- Detail-oriented and results-driven professional with over 10 years of experience in customer service, sales, and retail operations across pharmacy, home appliances, fashion, and telecommunications sectors. Skilled in customer relationship management, sales, and administrative tasks, with a proven ability to meet and exceed sales targets. Known for attention to detail, adaptability, and a positive work ethic, seeking to contribute expertise to a dynamic company that values flexibility, accuracy, and measurable results.

Experience

- El Ezaby Pharmacies - Egypt** 2022 - 2026
Cashier & Sales Associate
Responsibilities and duties:
 - Manage full branch accounting operations, including daily cash handling and financial reconciliation.
 - Execute all banking transactions and ensure accuracy of financial records.
 - Review invoices against purchase orders and audit accounting books.
 - Prepare detailed reports on revenues and expenses for management review.
 - Sell cosmetics and provide professional product recommendations based on customer needs.
 - Handle over-the-counter (OTC) medication sales and respond accurately to customer inquiries.
 - Ensure continuous product availability and proper shelf organization.
 - Actively contribute to achieving and exceeding monthly sales targets.
- Raneen for Home & Electrical Appliances - Egypt** 2020 - 2022
Customer Service Representative
Responsibilities and duties:
 - Delivered high-quality customer service and resolved inquiries efficiently.
 - Assisted customers in product selection and after-sales support.
 - Maintained accurate records and supported daily store operations.
 - Enhanced customer satisfaction by providing personalized solutions and timely follow-ups.
 - Contributed to a 15% increase in repeat customers through proactive service and engagement.
- Soft Rose Tissue Company - Egypt** 2016 - 2019
Marketing Representative
Responsibilities and duties:
 - Promoted products and expanded customer base through direct marketing.
 - Built strong client relationships to increase sales and brand awareness.
 - Reported market feedback and sales performance to management.
- OR Fashion Store - Egypt** 2014 - 2016
Customer Service Associate
Responsibilities and duties:
 - Assisted customers with product selection and ensured a positive shopping experience.
 - Maintained store presentation and supported sales objectives.
 - Consistently achieved sales targets while building lasting relationships with repeat customers.
- Vodafone Egypt - Egypt** 2010 - 2014
Call Center Agent
Responsibilities and duties:
 - Delivered excellent customer support and addressed service-related inquiries.
 - Identified customer needs and provided accurate solutions.
 - Updated customer databases and entered new data consistently. Performed administrative tasks and organized records efficiently.

Education

- Al-Faraana High Institute – 2018**
Bachelor of Business Administration (BBA)

Key Skills

- Strong Communication and Interpersonal Skills
- Customer Service Excellence & Client Relationship Management
- Sales & Cross-Selling Strategies
- Product Knowledge & Customer Consultation
- Administrative & Data Entry Skills
- Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Attention to Detail & Accuracy
- Multitasking & Priority Management
- Negotiation & Persuasion Skills
- Adaptability & Positive Work Attitude
- Problem Solving & Conflict Resolution
- Team Collaboration & Self-motivated
- Time Management & Efficiency
- Inventory & Stock Management
- Reporting & Documentation Skills

Languages

- Arabic - English