



Amr Mostafa Allam

Profile

Strong problem-solver and analytical thinker seeks to secure a position with a reputable financial provider and apply education and experience to further promote the success of the company through the application of strong problem-solving, communication and customer service skills, as well as interact with customers in a positive, beneficial manner.

I work well in groups due to my sociable nature and my sincerity and work under stress.

Education

2000 - 2014 **Port said Language School**
Grade: 88.8%

2015 - 2018 **Faculty of commerce English section**
Port said University
Accounting Department
Grade: Good

Experience

2021 **SCCT - Suez Canal Container Terminal**
Store Keeper

Responsibilities:

- Responsible to verify all goods arrived as per the agreed purchase, delivery note, and agreed quantity has been received
- Responsible for distribution and issuance of uniforms, supplies, materials, and equipment based on incoming requests and orders
- Work closely with Purchasing to order and receive items and equipment
- Follow all standards for issuing and receiving stock within the store's area of operation
- Ensure the quantity requested and the quantity issued always matches
- Responsible for the day to day check on the storage facilities of upkeep and hygiene

Contact

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2021

Lucky Dolphin Marine Services

Customer Relationship Management - Specialist

Responsibilities:

- issue inquiries and orders, using company contracts where applicable.
- To prepare purchase requisitions/orders upon approval.
- Provide trustworthy feedback and after-sales support
- Time management and planning
- Expand the customer base by upselling and cross- selling
- Resolve customer complaints quickly and efficiently.
- Keep customers updated on the latest products in order to increase sales.

2020

Silver Sea For Marine Services

Operations Officer, Purchasing Department

Responsibilities:

- Select suppliers from approved supplier lists, issue inquiries and orders, using company contracts where applicable.
- Ensure the competitiveness of purchasing functions.
- To be responsible for the purchasing processes or supply control of given lines of stocks.
- To prepare purchase requisitions/orders upon approval.
- To post entries in material supplies ledgers.
- To conduct physical checks and accounts, receipted goods.
- To keep records of purchases and sensitive documents in safe custody.

Internships

06/2016	QNB BANK Trade Finance Department.
08/2016	PIRAEUS BANK Customer Service Department.
07/2015	ALNAGGAR SHIPPING COMPANY Customer Service Department

Courses

05/2021	CONNECTING WITH SALES PROSPECTS <i>Northwestern University</i>
09/2020	SUPPLY CHAIN LOGISTICS <i>Rutgers the state university of new jersey</i>

Skills

Skill group

Customer Service
Patience and
Calmness
Multi-tasking



Skill group

Leadership Skills
Problem solving
Management
Skills

