

Curriculum Vitae

Profile Summary

Dynamic and dedicated professional with extensive experience in customer service, sales, and logistics. Proven ability to manage operations efficiently, build strong client relationships, and meet targets in fast-paced environments. Highly organized, reliable, and equipped with a professional driving license for both car and motorcycle. Strong leadership skills with the ability to lead a team and excel under pressure. Committed to delivering exceptional results and contributing positively to team success.

Personal Information

Name: Ibrahim Nagi

Date of Birth: 6 June 1997

Email: Ibrahemnagy222@gmail.com

Phone: 01008042222

Location: Egypt

Education

Secondary Education – Diploma – Graduated: 2017

Professional Skills

- Microsoft Word – Advanced
- Microsoft Excel – Advanced
- Internet & Online Research – Professional Level
- Professional Driving License (Car & Motorcycle) – Safe and Experienced Driver
- Customer Service & Communication – Excellent interpersonal skills
- Sales & Negotiation – Proven ability to achieve targets
- Operations & Logistics Management – Efficient planning and execution
- Team Leadership – Capable of leading and motivating a team to achieve company goals

- Work Under Pressure – Able to maintain high performance in challenging and fast-paced environments

Work Experience

Cashier – Al-Nestagon Al-Sharqiyoun (2018 – 2020)

- Processed daily cash and card transactions with high accuracy.
- Assisted customers with inquiries and complaints, ensuring excellent customer satisfaction.
- Maintained accurate records of transactions and prepared daily financial reports.
- Collaborated with team members to optimize workflow and service efficiency.

Delivery Representative – Aramex Egypt (2020 – 2022)

- Coordinated and executed timely delivery of packages across multiple regions.
- Maintained accurate records of deliveries and pickups.
- Communicated with customers to provide updates and resolve delivery issues.
- Assisted in improving delivery routes and logistics processes for efficiency.

Sales Representative – Egypt Food (2022 – 2025)

- Managed client accounts and developed new business opportunities.
- Achieved and exceeded sales targets through effective negotiation and customer relationship management.
- Monitored market trends and competitor activities to inform strategic decisions.
- Implemented process improvements in sales operations and reporting.

Languages

- Arabic (Native)
- English (Good)

Additional Information

- Availability: Immediate
- References: Available upon request