



# Ahmad Ezzat

## Personal Summary

Over 12 years of UAE experience specialized in Public Relations work , Marketing and Sales , my career till date has been an interesting journey of diverse roles and responsibilities even during the stage of university education I was working in many different fields and positions such as management , sales , marketing , customer service , computer science , IT , education and public relations , during these years I gained a lot of experiences and skills . I am able to handle multiple tasks , I use a creative approach to problem solve , I am a dependable person who is great at time management , I am always energetic and eager to learn more skills .

✉ ahmad.400@hotmail.com

📞 00971504402575

📍 UAE , Dubai , Married , Muslim , Egyptian

📅 04 February, 1984

## SKILLS

Quick learning

Negotiation

Valid U.A.E driving license since 2007, owning car

Full knowledge with UAE labour & Immigration law

Time management Leadership & Team work

Verbal and written communication

Use all computer programs and applications

Work and take decision under high level of pressure

Respect colleagues, bosses and work rules & accept advice from everyone.

Creativity, problem solving & extensive communication relationships

## WORK EXPERIENCE

### PRM / PRO (Public Relations Manager)

#### WAVE TECH GROUP

01/2009 – Present

UAE , Dubai & Sharjah

##### Achievements/Tasks

- ▣ Handling ,processing & clearing all transactions with government or semi-government offices and private sector companies by visiting or using the websites including but not limited:- MOHRE,GDRFA,MOI,MOE,MOH,MOJ,MOF,RTA,DHA,DEWA,TRA,DED,SEWA,SED,ICA,CID, Municipality,Courts, Notary Public, Prosecution,Civil Defence ,Embassies, Consulates, Car Rental Offices, real Estate Offices, Employment Agencies, Lawyers,Typing offices etc....
- ▣ Processing,renewal, update and maintain visas from A to Z labour cards, labour contracts,EID,medical,etc.. for all owner, partners, employees and them families.
- ▣ Create and manage database of all documents for Companies, employees, their families and owners including but not limited( passports ,residence, visas, ID cards, certificates, employment contracts, employees, commercial licenses, car licenses and tenancy contracts, etc....) by scanning all documents and directly updating the database when details change&using Focus HR/PRO system to control and update all employees data & information.
- ▣ Controlling all the companies official documents related to public relations work,coordinate and follow-up with HR regarding the vacation and sickness absences of employees&assist all departments in the companies in all work related to public relations& Prepare and submit detailed reports related to all government work expenses to the Accounts department.
- ▣ Control & guide the drivers to test and renewal companies and owners vehicles&dealing with insurance companies regarding vehicles insurance, health insurance for employees and their families&dealing with recruitment companies to bring staff from outside or inside UAE when required.
- ▣ Establishing,Liquidation&cancellation companies ,branches or free zone branches&renewal&update trade license,chamber certificate,commercial Reg.certificate,Est.card,MOL Signature Card.
- ▣ Dealing with firefighting companies to arrange maintenance contracts for offices, warehouses and labour accommodation&arrange all civil defence approval and certificates.
- ▣ Handling and follow up all labour disputes in MOHRE ,immigration and Courts.
- ▣ Represent the companies with the following entities including but not limited (Police Station, Airport, CID, Embassies, Courts, Ministries, Municipalities, electricity office, Economic department, Chamber of Commerce department and other Departments, etc ...)

## WORK EXPERIENCE

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### Assistant Sales and Marketing Manager

#### AL TAWASUL AL ARABI NET SYSTEMS

08/2007 – 12/2008

UAE , Sharjah

##### Achievements/Tasks

- Assistance the sales and marketing manager in all marketing and sales activities.
- Marketing the company services and products by advertising and communicate with the clients.
- Planning and organizing promotional presentations for the company services and products.
- Working seriously to increase the sales of the company's products and services in order to achieve the profits of the company.
- Preparing periodic sales report showing sales volume, potential sales, and areas of proposed client base expansion.
- Maintaining databases for the company services, products, clients and preparing reports.
- Implements marketing and advertising campaigns by assembling and analyzing clients forecasts.
- Coordinate liaison between sales department and other sales related units.
- Maintaining relationships with clients by providing information, guidance and support.

### Supervisor/Statistical Researcher/Data entry (part time)

#### DUBAI STATISTICS CENTER

01/2007 – 01/2010

UAE , Dubai

##### Achievements/Tasks

- Collect statistical data from individuals and companies, such as economic and demographic data.
- Checking & preparing statistical data and arranging it in the database & save it in computer.
- Leadership the researchers team & Distribution of tasks& Control them work &follow-up with them.

### HR Assistant & customer service & sales (Training)

#### FRSAN AL SHARQIYA GENERAL TRADING

12/2005 – 06/2006

Egypt , AL SHARQIYA

##### Achievements/Tasks

- Assist HR manager in all work related to HR Department.
- Receive all inquiries and complaints from customers and respond quickly.
- Attracts potential customers by answering product and service questions; suggesting information about other products and services.
- Identify and assess customers' needs to achieve satisfaction.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution Keep records of customer interactions, process customer accounts and file documents.
- Marketing and selling the company's products and presenting them to customers and persuading customers to buy the company's products.

### Computer Support Officer

#### AL TAROUTI OFFICE

01/2003 – 11/2005

Egypt , AL SHARQIYA

##### Achievements/Tasks

- Maintenance of all computers and accessories.
- Download programs and operating systems on devices.
- Responsible for prepare and saving CDs containing the latest amendments (Back-Up).
- Provide recommendations on support and access to information.
- Provide network access and connectivity with employees.

### Computer, ICDL Teacher

#### AL MOHMMEDIA SCHOOL

09/2006 – 02/2007

Egypt , AL SHARQIYA

##### Achievements/Tasks

- Teaching Computer Science to the students.
- Teaching ICDL to the students.

## EDUCATION

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### Bachelor's degree

#### Zagazig University / Egypt , AL SHARQIYA

2006

##### Courses

- Bachelor of Education Technology

## EDUCATION

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### Secondary School Certificate

Al Ma'arif Secondary School / UAE, Dubai

2002

Courses

- Secondary School Certificate , Scientific Section

### Diploma certified by Cambridge International University

New Admin Training Center / UAE , Ajman

2012

Courses

- Diploma in Public Relations Management & Membership Certificate

### ICDL certificate certified by UNESCO Egypt office

Cisco Training Center / Egypt , AL SHARQIYA

2006

Courses

- ICDL certificate

### IT certificate

IBM Egypt branch / Egypt , AL SHARQIYA

2003

Courses

- IT certificate

### Microsoft office certificate certified by ALSharkia Educational Zone

21 Century Club For computer / Egypt , AL SHARQIYA

2006

Courses

- Microsoft Office certificate

## LANGUAGES

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Arabic



English



## INTERESTS

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Sports

Reading

## REFERENCES

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All references & supporting documents will be available upon request, thank you for your precious time and I hope to accept me. .

*"Best regards."*