

# AHMED MAHMOUD

## After Sales Service Manager

amahmoud.eg@gmail.com

01029350259

Egypt



### SUMMARY

Good day,  
I'd like to submit my resume for a suitable vacancy in your company that can take advantage of my experiences and give me the chance to improve and develop your business, I have a long international experience in multinational reputable companies in the field of consumer electronics operations and Low voltage appliances , services , maintenance, customer care and support, training, stocktaking and audit , Customer support for escalated claims and whole after Sales Service at ( RAYA , AXIOM TELECOM , LG , ELBA ITALY) throughout many departments and titles up to the current position of ' After Sales Service Manager ' at ' Elba Italy S.p.A ' in Egypt.

- My role as After-Sales Service Manager is :
- Managing the after-sales service Department's sections and ensuring customer satisfaction enhancement with profit increase and annual budget planning.
  - Developing and implementing after-sales service policies, procedures, plans and strategies.
  - Managing Main SVC and outsource service centers
  - Managing Training section.
  - Managing Call Center section.
  - Managing spares warehouse and abroad suppliers logistics
  - Managing CRM/Admin. section
  - Managing maintenance fleet, team of service technicians and supervisors.
  - Ensuring timely and efficient resolution of customer issues and warranty claims or any escalations .
  - Coordinating with other departments to facilitate service operations as well as retail and wholesale operations .
  - Monitoring service performance metrics and implementing improvements.

I hope you review my resume with concern, and I will be delighted to be a part of your firm.

Thanks and Best Regards,

Ahmed Mahmoud  
+201029350259  
+201285055530

https://www.linkedin.com/in/ahmed-mahmoud-%F0%9F%87%AA%F0%9F%87%AC-a1361673

https://drive.google.com/file/d/1W3oCJ93BMj-\_CWF\_kSo9qKeyZFK4Yl1w/view?usp=drive\_link

### EDUCATION

BSc. Electrical Engineering  
(Communications and electronics)  
Faculty of Engineering  
Alexandria University

### SKILLS

- time management
- team management
- details oriented
- result driven
- loayal to work

### LANGUAGES

English Proficient      French Intermediate

### EXPERIENCE

#### After-sales Service Manager

Elba Italy S.p.A  
01/2022 - Present  
Electrical, Consumer Electronics, Home appliances

#### Service Center Manager

LG Electronics  
01/2010 - 01/2022  
Consumer Electronics , Home appliances

#### Branch Manager

Axiom Telecom  
01/2007 - 01/2010  
Electronics and mobile Phones

#### Supervisor

RAYA  
01/2004 - 01/2007  
Electronics and mobile Phones

### TRAINING / COURSES

Service Management  
(Alison) 2021

Management Course  
(eLearning College) 2021

Operations Management Diploma  
(Alison) 2023

PMP foundation  
(EDRAK) 2024

### KEY ACHIEVEMENTS

- AWARDS**
- Prize of LG MEA Idea competition (LG) 2016
  - Thanks Letter (Axiom) 2009
  - Best Team Leader (RAYA) 2005

**Alexandria University**  
**Faculty Of Engineering**  
**Provisional Certificate**

الجموعه (٢) هـ رقم ٠٠١٤٤٦٧



*The faculty certifies that Ahmed Mohamed Mahmoud Ahmed //*

Born on 4 / 5 / 1978 in Alexandria has obtained  
the degree of Bachelor of Science from the department of  
Electrical Engineering ( Communications & Electrophysics Section )  
in June 2000 with the general grade // Good //  
and percentage (72.45 %).

*This certificate is issued at the candidate's request to be presented to whom it  
may concern.*

Date 9 / 9 / 2000

Official in charge  Registrar  For Dean   
Prof. Dr. Mohamed A. Ismail

البريد المركزي المصري - دار طباعة النسخ

جمهورية مصر العربية  
 وزارة الدفاع - قيادة القوات البرية  
 فرع شؤون الضباط

١٩٨٤ /  
 ١٩٨٠ / ٧ / ٢٠

إلى / ملازم أول احتياط غير مستدعي / أحمد محمد محمود أحمد

بناء على طلبكم المؤرخ في / / بشأن خدمتكم بالقوات المسلحة  
 يرجى الإحاطة بأن البيانات المسجلة عنكم طرفنا كالتالي :-

١- تساريخ وجوه الميلاد : ١٩٧٨ / ٥ / ٤ الاسكنة  
 ٢- المؤهل الدراسي الذي عين على أساسه : بكالوريوس هندسة (كهرباء اتصالات) عام ٢٠٠٠  
 جند للخدمة العسكرية بتاريخ ٢٠٠١ / ١ / ٢ فترات مدة خدمته ١١ لواءية بتاريخ ٢٠٠٢ / ٢ / ٢٨  
 واستدعي للخدمة كضابط احتياط بتاريخ ٢٠٠٢ / ٣ / ١

٣- الأعمال التي مارستها خلال مدة خدمتكم بالقوات المسلحة : عملت في مجال تشغيل وصيانة أجهزة  
 الالكترونية واصلاح الاجهزة الكهربائية واصلاح الكارطات طوال مدة خدمتكم

٤- اذنت خدمتكم اعتبارا من ٢٠٠٣ / ٧ / ١ ملازم أول احتياط غير مستدعي  
 بسبب انهاء استدعائه

وتوافق وزارة الدفاع على التحاقكم بأي عمل ترون الحاجة اليه من القوات المسلحة  
 تعملوا كخبير عسكري في قوات دول اجنبية في جرح الأعر حصوات  
 رئيس الجمهورية والقائد الأعلى للقوات المسلحة شيخا نفس المادة ١١

ولتمني لكم  
 تفضلوا موقعكم الخاص

(التوقيع)  
 عقيد يه ربي /  
 رئيس شئون الضباط

٢٠٠٦ / ١ / ١٠٠٠ / ١٨٢ / م



### شهادة تدريب

تشهد شركة أكسيوم تيليكون الإمارات بأنها قد أتمت التدريب اللازم في مقرها في دبي للساده مهندسى الصيانة التابعين لشركة أكسيوم تيليكون مصر بجمهورية مصر العربيه الكائن مقرها الرئيسي ب 3 \*\*\* شارع أبو الفدا بالزمالك بالقاهرة وأسماهم كالآتي:-

المهندس / أحمد مسعد

المهندس/ أحمد محمد محمود أحمد

المهندس/ أحمد عبد الحليم محمود هويدي

المهندس/ رامي أحمد محمد أحمد

وذلك على صيانة أجهزة المحمول سامسونج وموتورولا وساجيم وال جي وسوني اريكسون والذي سيتم بمركز الخدمة الخاص بهم والكائن مقره بعماره زهرة القطن من فيكتور عمانويل طريق 15 مايو سموحه بالاسكندريه وأصبح لديهم القدره والتدريب اللازم لانهاء كافة المشاكل التي قد تردلهم او تواجههم عند القيام بالصيانة اللازمه لتلك الاجهزه المنوه عنها اعلاه وقد اعطيت تلك الشهادة لشركة اكسيوم تيليكون كطلبها لتقديمها امام الجهات الطالبه لها بجمهورية مصر العربيه. وهذه شهاده منا بذلك.

  
مدير الشركة





Al Thuraya Tower II, Floor Level 17 & 18, Dubai Media City, P.O. Box 9266, Dubai U.A.E, Tel: +971 4 363 6555, Fax: +971 4 360 4555  
www.axiomtelecom.com

UAE | KSA | OMAN | BAHRAIN | QATAR | KUWAIT | EGYPT | UK | INDIA





## Experience Certification

TO WHOM IT MAY CONCERN

Mr. Ahmed Mohamed Mahmoud was employed with Axiom Telecom Egypt from Date May 2007 to December 2009. During his tenure with us, he ably handled major responsibilities as Alexandria Service Center Supervisor.

His major responsibilities included :

- ♣ Branch Maintenance duty.
- ♣ Branch Customer Care duties and Logistic duty.
- ♣ Axiom Egypt Technical Support (for Sony Ericsson Brand).
- ♣ Team work management.
- ♣ Insuring QoS and NTRA authority measurements.
- ♣ Spare parts Stock.

We have found him to be a self starter who is motivated, duty bound, sincere, honest, dedicated employee with a professional attitude, a highly committed team player with strong conceptual knowledge of Electronics Maintenance and Management.

We wish him all success in his future endeavors.

Axiom Telecom Egypt  
Country Manager

Signature:

15/12/2009







## Confirmation of Course Enrollment

**Date:** 23rd August 2021

**Course Start Date:** 23rd August 2021

**To whom it may concern,**

This letter serves to confirm that:

**Ahmed Mahmoud**

has been enrolled in the following online course:

**Management Course**

During this course, the candidate will be assessed through a series of written assignments and projects in English.

If you have any further questions, please do not hesitate to contact me.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Adnan', with a long horizontal flourish extending to the right.

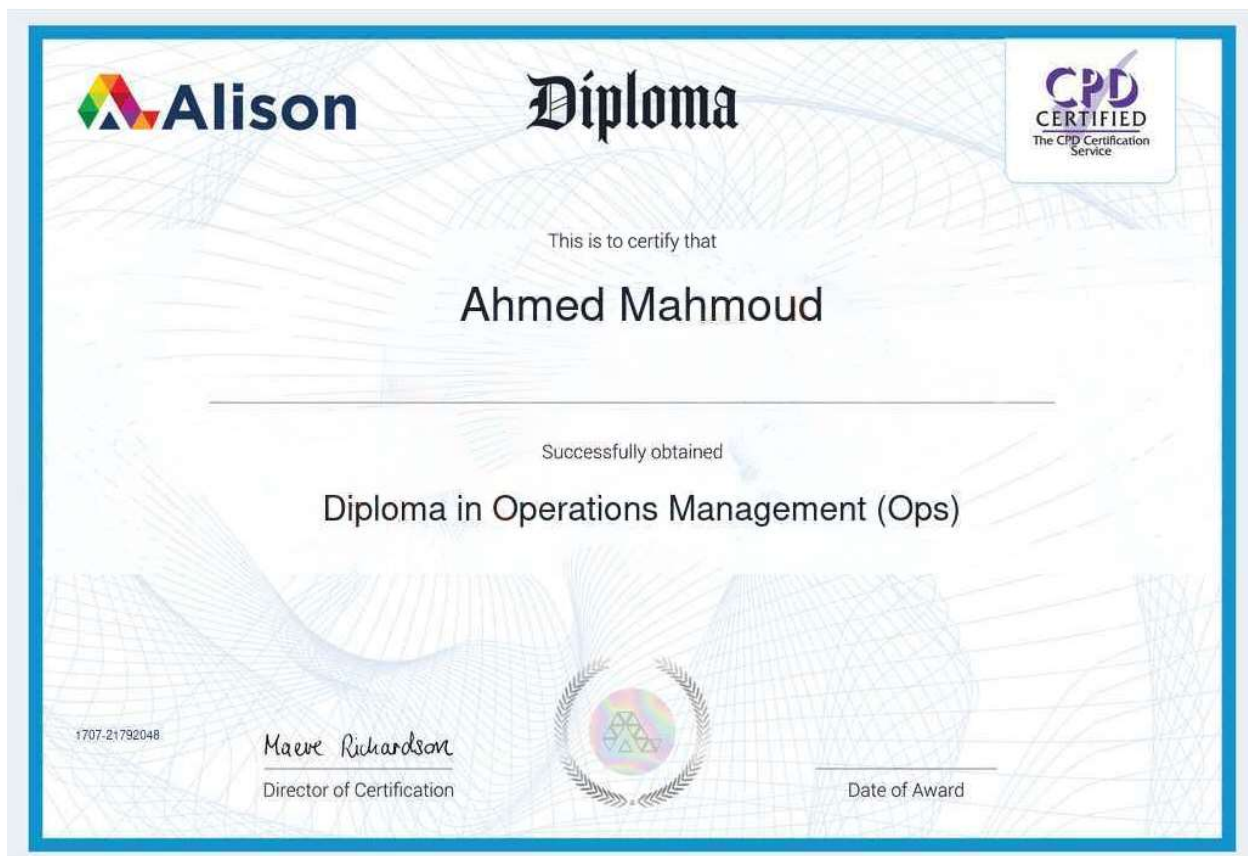
Adnan Naseem  
Director - Learning

REGISTRATION NUMBER:  
983062

This letter remains the property of eLearning College and must  
not in any circumstances be altered or otherwise defaced.

LETTER NUMBER:  
RL257782

[www.elearningcollege.com](http://www.elearningcollege.com)







**This is to certify that**

**Ahmed Mohamed Mahmoud**

**11/9/2023**

Successfully completed:

**The Upper-Intermediate Level (B2)**

This level of the Interactive English Program simulates the B2 level of the Common European Framework of Reference for languages (CEFR). The content of this level was developed by Amideast and Intellectus Education and it consists of 20 hours.

Level  
Completion  
Certificate



Scan code to  
verify the  
certificate

# Level Completion Certificate

This is to certify that:

Ahmed Mohamed Mahmoud

Successfully completed

## Project Management Foundation

Introducing basic project management skills and tools, and how to start a project management journey within companies or individually.



Scan code to  
verify the  
certificate



*Hazem Zaitoun*

Dr. Hazem Zaitoun

*Feras Diab*

Eng. Feras Diab

18/2/2024