Ahmed Gamal Mohamed Ismail

Senior Customer Service & Sales | Creative Designer

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PROFESSIONAL PROFILE

Dynamic and results-driven professional with 6+ years of corporate experience in customer service and sales at WE Telecom Egypt, combined with 10+ years of freelance expertise in graphic design, video editing, and UI/UX design. Proven track record in building client relationships, achieving sales targets, and delivering visually compelling creative work. Adept at bridging communication and creativity to drive business success.

PROFESSIONAL EXPERIENCE

Senior Customer Service & Sales Representative *2019 – Present (6+ Years)*

WE Telecom Egypt (Telecom Egypt)

- Managed and resolved complex customer inquiries, ensuring high satisfaction and retention rates
- Consistently met and exceeded monthly and quarterly sales targets for telecom products and services
- Handled escalated complaints with professionalism, reducing churn and improving NPS scores
- Conducted product presentations and upselling sessions for new and existing customers
- Trained and mentored junior team members on service protocols and sales techniques
- Collaborated with cross-functional teams to streamline customer onboarding processes

Freelance Graphic Designer, Video Editor & UI/UX Designer *2014 – Present (10+ Years)*

Self-Employed | Remote

- Designed brand identities, logos, social media visuals, and marketing materials for diverse clients
- Produced and edited promotional videos, reels, and motion graphics for various industries
- Developed UI/UX wireframes and prototypes using Figma for web and mobile applications
- Delivered end-to-end creative solutions from concept to final production under tight deadlines
- Built and maintained long-term client relationships resulting in repeat business and referrals

SKILLS & TOOLS

Customer Service	Complaint Handling · CRM Systems · Client Retention · Escalation Management
Sales	Target Achievement · Upselling & Cross-selling · Needs Analysis · Negotiation
Design Tools	Adobe Photoshop · Adobe Illustrator · Figma
Video Editing	Adobe Premiere Pro · After Effects (motion graphics)
Office	Microsoft Word · Microsoft Excel
Soft Skills	Communication · Problem Solving · Time Management · Teamwork · Adaptability

LANGUAGES

Arabic	Native
English	Professional Working Proficiency

EDUCATION

Bachelor's Degree — Management and Information Systems
Port Said University — MTIS Institute

Portfolio & References available upon request