

# Ahmed Hossam Lotfy

## Profile

Very Flexible quick learner, highly skilled call center representative, the ability to follow more than one person and provide a specific training system for each of them, work on developing training systems to provide the best system for all trainees.

## Work History

### **Sales Representative at Vodafone Retail, Alexandria**

March, 2021 – November, 2022

- Achieve sales goals and service targets by cultivating new customer relationships.
- Gaining great experience in dealing with people and working in more than one job site and more than one branch and the responsibility of large sums and the required target
- Exceeded sales goals by implementing aggressive sales programs

### **Customer Service Representative at Majorel Outsourcing, Alexandria**

Nov, 2019 – Feb, 2021

- Manage large amounts of inbound and outbound calls in a timely manner.
- Follow communication "scripts" when handling different topics and identify customer's needs.
- Clarify information, research every issue and provide solutions.

### **Manager of El Ehab auto car**

October , 2019 – September , 2022

- Passionate about helping customers to find their all needs in one car
- Exceeding sales goals by impleasing the customer needs
- Trying to convince a customer of the best kind of car to achieve the organization's highest profit

### **Private Swimming Coach**

Jan, 2018 – Present

- Teaching swimmer to achieve our goals.
- Preparing swimmer for a champion and practice setting a record.
- Plans routines, chooses music, and selects different movements for each set of muscles depending on participant's capabilities and limitations.

### **Private Personal Trainer at Power Fitness Gym, Alexandria**

Dec, 2019 – Mar, 2021

- Passionate about fitness and helping others achieve their fitness goals
- Strong leadership ability with the drive to motivate and mentor others.
- Outgoing and energetic seeking to expand their career in the fitness industry.

## Details

Alexandria

Egypt

### Phone

00971504361719

### WhatsApp

01223808261

[Elsopky455@gmail.com](mailto:Elsopky455@gmail.com)

## Skills

Fitness, Coaching and Training

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Customer Service Skills

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Problem Solving

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Microsoft, Excel, Word, PowerPoint

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Email Skills

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## Language

English

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Arabic

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## **Power Gaming “Running” at Somuah Club, Alexandria, Egypt**

May, 2015 - Dec, 2017

- Working on developing the trainees’ skills for long-distance running and making a plan for a fitness training for help them.

## **Personal Swimming Coash**

More than one year

- Somuah Club Swimming Schools (2011 - 2015).
- Wave Academy (2012 - 2015).
- Buds swimming Somuah Club (2012 - 2015).
- Acacia Club - 2006 Team (2015 - 2016).
- Acacia Club - 2005 Team (2015 - 2017).
- Acacia Club - 2011 Team (2015 - 2017).
- Acacia Club - Masters Team (2015 - 2017).
- Harass El-Hadoud Club (2017 - 2018)

## **Education**

### **Sports training department of disputed and individual games - Judo**

Faculty of Physical Education, Alexandria, Egypt

May, 2017

Acceptable

## **Courses**

- PT&CFT (personal trainer and fitness trainer diploma) approved by
  1. international federation of sports science (IFSS).
  2. Academic of scientific research and training London UK (ASRT).
  3. Academic of scientific research and training United States of America USA (ASRT).
  4. Sportive academy.
  5. IRC academy.
  6. World gym Egypt.
- The basic course for educate and training swimming approved by the Egyptian Swimming Federation.
- The advanced course for educate and training swimming approved by the Egyptian Swimming Federation.
- Certified Personal Trainer from the International Academy of Sports Sciences and the Australian Fitness Foundation (ISSA).
- Massage documented role from the Arab and the African Union of Sports medicine.
- Rescue document role from The Egyptian Federation for diving and rescue.
- Diving role (First & Second) star from CMAS.
- Referee for modern Pentation.