

Amr Salah

📍 Abu Dhabi, United Arab Emirates

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Websites, Portfolios, Profiles

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Work History

09.2019 - 02.2021

Receptionist

El amalka - Cairo, Egypt

- Answered central telephone system and directed calls accordingly.
- Confirmed appointments, communicated with clients and updated client records.
- Managed multiple tasks and met time-sensitive deadlines.
- Screened visitors and issued badges to maintain safety and security.
- Maintained confidentiality of information regarding clients and company.
- Scheduled and confirmed appointments and meetings for senior management team.
- Restocked supplies and submitted purchase orders to maintain stock levels.
- Responded to inquiries from callers seeking information.
- Resolved customer problems and complaints.
- Troubleshoot copy machines and printers and scheduled service as needed.

12.2021 - Current

Security Officer

Skill Force Security Services - Abu Dhabi, United Arab Emirates

- Gathered information, identified and implemented resolution, planned follow-up and logged and filed incident report to successfully manage complaints.
- Oversaw daily monitoring and patrolled buildings, grounds and work sites.
- Monitored and authorized entrance and departure of vehicles, cargo trucks and visitors.
- Screened individuals and prevented passage of prohibited articles into restricted areas.
- Greeted guests professionally and courteously to cultivate welcoming atmosphere while making safety top priority.
- Acted quickly during emergency situations to reduce opportunity for damage and injury.
- Checked identification of persons entering and exiting facility to

eliminate unauthorized visitors.

- Wrote detailed reports on property damage, theft, presence of unauthorized persons and unusual incidences.
- Secured **[Number]** doors in office and main building.
- Reviewed camera and system feeds and alerted proper respondents regarding discrepancies.
- Performed pat-downs to look for unauthorized materials and weapons.
- Protected facility and property guests by regularly circulating premises and monitoring surveillance feeds.
- Patrolled and monitored premises in company vehicle, on bicycle and by foot.
- Monitored central alarm systems for fire, intrusion and duress alarms.
- Reported suspicious activities and persons to law enforcement.
- Inspected suspicious activities and monitored premises for criminal acts and rule infractions.

03.2021 - 09.2021

Sales Assistant

El Amalka security services - Menofia, Egypt

- Researched new clients for sales team, inputting contact information into Salesforce.
- Input credit and debit card payments in POS system to complete purchases.
- Assisted customers with prompt and polite support in-person and via telephone.
- Composed routine correspondence and prepared reports or replies to requests for information within areas of responsibility.
- Contributed to customer-oriented team atmosphere driving sale targets and supporting organizational goals.
- Entered, coded and processed vendor invoices and helped track expenses for capitalizations.
- Used consultative sales techniques to understand customer needs and recommend relevant products and services.
- Referred customers to various services by evaluating needs and providing recommendations.
- Prepared PowerPoint presentations and Word documents for sales presentations.
- Remained calm and poised in high-stress, dynamic environment to promote service to customers and staff.
- Established rapport with customers using active listening and interpersonal skills.
- Fielded customer questions to share information about products, availability and pricing.
- Worked with loss prevention in monitoring shopper behavior.

Skills

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|---------------------------------|----------------------------------|
| • Professional demeanor | • Project Management |
| • Documentation and reporting | • Telephone skills |
| • Travel planning | • Multi-line Telephone Systems |
| • Customer and client relations | • Background investigations |
| • Security awareness | • Dispatch |
| • Shorthand writing | • Crisis intervention training |
| • Correspondence distribution | • Stationary surveillance |
| • Office administration | • Conflict resolution techniques |
| • Travel coordination | • Theft prevention training |
| • Administrative support | • Arrest procedures |
| • Bookkeeping | • Crime Prevention |
| • Office management | • Criminal law |
| • Performance improvement | • Surveillance |


- Staff Management
- Transcription and dictation
- Sorting and labeling
- Expense reporting
- Mail handling
- Organization skills
- Business administration
- Technical Support
- Safety and security
- Investigation documentation
- Relationship building and management
- Military experience
- Criminal Investigations
- Staff Management
- Electronic surveillance

Education

07.2019 excellent , Study of mechanical and electrical equipment for drinking water plants , School of drinking water and sanitation in Menoufia - Menofia, Egypt

Languages

Arabic:
Native Language

English:

Advanced (C1)