

Administration

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Cairo,



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SUMMARY

A well presented , patient and friendly Customer Service Advisor with a proven track record of building relationships by providing information on additional products and services and helping customers find the right ones to meet their needs .

EXPERIENCES

Sales Representative **- to now**

Sama Group - Cairo

Selling products to customers and assisting them in providing products, services and goods that meet their needs and desires Concluding.

agreements, contracts and sales deals with customers and agreeing with them on delivery dates for goods.

Team leader **-**

Sama Group - Cairo

PERSONAL INFO

Date Of Birth

22/10/1996

Place Of Birth

Cairo

Natiionality

Egypt

Gender

Male

LANGUAGES

■ **Ara- Very Good
bic**

■ **Eng- Very Good
lish**

Creating an inspiring team environment with an open

communication culture

Setting clear team goals

Delegating tasks and set deadlines for your internal team

Staff supervisor -

ELREHAB For Water Filter - Cairo

Organizing the schedule of employees in terms of attendance and departure

Direct selling to future customers of the branch or by phone

Branch manger -

ELREHAB For Water Filter - Cairo

Manage large amounts of incoming phone calls Generate sales leads

Identify and assess customers' needs to achieve satisfaction

Build sustainable relationships and trust with customer accounts through open and interactive communication

Provide accurate, valid and complete information by using the right methods/tools

SKILLS

■ **Active Listening Skills** Advanced

■ **Effective Communication Skills** Advanced

■ **Customer Service Skills** Advanced

■ **Interpersonal Skills** Advanced

■ **Problem Solving Skills** Intermediate

HOBBIES

Meet personal/customer service team sales targets and call handling quotas

Supervisor -

NYC RETAIL COMPANY - Nasr City

Selling products to customers and assisting them in providing products, services and goods that meet their needs and desires
Concluding.

agreements, contracts and sales deals with customers and agreeing with them on delivery dates for goods.

Sales online **4/2022 - to now**

Max Muscle Elite - New Cairo

Responding to potential clients, direct selling via social media, and conversations with clients

EDUCATION

Bachelor of Commerce - Higher Institute of Business Administration

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COURSES

Financial accountant course **2/2020**

- I love reading in book
- Watching and playing football
- Watching movies and series

