

**Mogip ELRahman Mohamed ELRefay**



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Address: Al Nahda, Sharjah, UAE

Date of Birth : , SEP 24/1986

Nationality: Egyptian

Marital Status: Married

**Objective**

Seeking a full time job in a leading multinational or local reputable company or organization where my education and work experience can be utilized and developed, and my training and skills would be of use and to join a global company and work with a professional team and high-level, and in order to achieve business objectives and pass its challenges, and get more administrative responsibilities, in order to develop the administrative and practical skills.

 Able to communicate effectively while providing a

|  |  |  |
| --- | --- | --- |
| **Qualifications** | professional and friendly service to both customers |  |
|  |  |
|  | and staff |  |
|  |  Excellent administrative, organizational and time |  |
|  | management skills including knowledge of Microsoft |  |
|  | Word, Excel and Outlook applications |  |
|  |  Pro-active and self-motivated - established marketing |  |
|  | strategies and action plans that led to over- |  |
|  | achievement of sales |  |
|  |  Honest, smart and trustworthy able to work |  |
|  | unsupervised with flexibility in respect of working |  |
|  | hours and location |  |
|  |  Highly developed people skills, strong communicator, |  |
|  | both written and oral |  |
|  |  Excellent communication skills at all levels and |  |
|  | experienced in developing customer relationships |  |
|  |  Very good knowledge of Accounting |  |
|  |  |  |



[***Jan2007*** ***–*** ***Jan 2009*** ] ***Accountant***

**Work Experience**

**Safico, Trading, Egypt**

 Pricing of new merchandise coming into stores.  Made journal and ledger book.

* Daily accounts of the Goods (revenues and expenses).

 Store and warehouse inventory.

 Make discount on the old merchandise.

**[Jan 2009-DEC 2011] Foreign Relations and correspondence**

**Safico, Trading, Egypt**

* I’m Contact with companies and factories in all over the world to send their new products of any kind of clothes and shoes and bags.
* Selection of models, after examining all sample of its quality and efficiency, determine the orders and send our order to

the manufacturer with our quantity.

 Follow up orders at its stage of production until the manufacture complete it.

 Prepare shipping papers and send it to the manufacture.  I prepare the necessary documents to bring out the goods from customs by government agencies and concerned.

* Made Customs clearance and delivery to the work of the balance of goods.
* Calculate the costs of the goods and delivered to the accounting department.

**[Dec 2011 – Dec 2015] Senior Sales Representative, TEData, Egypt**

The company is the internet service provider market leader in Egypt.

* Achieving target of handling between 170 up to 250

customers per day.

 Maintaining and developing relationships with existing customers in person.

* Serving walk-in customers and fulfilling their demands and approaching new customers.
* Cold calling to arrange meetings with potential customers to prospect for new business.
* Handling customer's complains, inquires and renewals.
* Representing the Company in a proper image.
* Developing strong customer relationship.
* Maintaining Customer satisfaction within TE Data’s policies and regulations.
* Following up delayed customers’ requests.
* Working effectively and efficiently under or without general supervision.
* Handling Customers payments.
* Preparing sales and cashier daily reports.
* Checking and reporting on the campaign's progress.
* Ensure to deliver consistently high level of customer service and effectively deal with the customer queries in order to maintain high degree of customer satisfaction.
* Keeping in contact with the client at all stages of the campaign.
* Reviewing my own sales performance, aiming to meet or exceed targets.
* Responding to incoming email and phone enquiries.
* Acting as a contact between a company and its existing and new customer.
* Negotiating the terms of an agreement and closing sales.
* Gathering market and customer information.
* Representing their company at trade exhibitions, events and demonstrations;
* Challenging any objections with a view to getting the customer to buy.
* Creating detailed proposal documents, often as part of a formal bidding process which is largely dictated by the prospective customer.
* Recording sales and order information and sending copies to the sales office, or entering figures into a computer system.
* Reviewing my own sales performance, aiming to meet or exceed targets.
* Gaining a clear understanding of customers' businesses and requirements.
* Making accurate, rapid cost calculations and providing customers with quotations.
* Attending team meeting and sharing best practice with colleagues.



**Personal achievements**

**[Jun 2010 — till Recent] partner, Sales Manager**

**AvvA** Port Said

AvvA as a well-known Turkish brand have more than 300 branches around the world was a success to get it as an official distributor in my home country & have the proud to be the official AvvA store in port said with my friend & partner who take care of business after my movement to UAE.

**My Responsibilities:**

* As a sales manager I was responsible for putting the monthly, quarter, half & yearly selling plans & targets.
* Train all the retail sales stuff & assist them to achieve their targets
* Manage stock, prices & showed items continuously
* Handled all the bills
* Insured the store went smoothly and the feedback from customers is my corresponding.

**Education**  **High school** **Port Said Secondary Military school**

Class of 2003 · Port Said, Egypt

**Bachelor in Accounting (June, 2008)**

Major: Accounting

faculty of commerce Suez Canal University

**Skills & Capabilities**  **Languages Arabic: Mother tongue.**

**English: fluent in speaking, very good in reading & writing Computer skills:**

**MS office (Word, Excel, PowerPoint, Access) Internet (Browsing, Publishing, Advertising) Computer Maintenance (Hardware & Software)**

