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**CUSTOMER SERVICE & SALES**

***“Seeking leadership roles in Customer Service or Sales with reputed multi-national companies offering challenges and sustainable development of personality and skills”***

**Executive Synopsis**

* Spearheaded efforts as ***Customer Service Agent*** with ***Emirates Development Bank, UAE***
* Previously worked with Al Ain Food & Beverage, UAE as a Call Center Agent, and prior to that with Brothers Group LLC as a Store Manager.
* Expertise in file opening procedures, market housing, business loans, contractor payments, and outbound calls to clients.
* Proficient in coordinating customer orders, handling customer complaints, marketing products and services, registering new customer subscriptions, and renewing existing customer subscriptions.
* Effective in reviewing stock reports, providing training to staff towards skills enhancement, and attaining higher sales volumes.
* An out-of-the-box thinker and positive-minded individual, with expertise in team work, effective interactions, problem-solving, decision-making, and IT skills.

**Academic Credentials**

* **Bachelor of Arts** | Sociology | An Shams University | May 2012

**Career History**

**Emirates Development Bank** (UAE)

***Customer Service Agent:*** *2015 to 2016*

**Key Deliverables:**

* Interacting with customers to provide them with information in address of enquiries on products.
* Resolving customer complaints in accordance with company policies and guidelines.
* Demonstrating file opening procedures to clients.
* Overseeing market housing and business loans issues.
* Monitoring follow ups for contractors’ payments.
* Explaining documentation processes for clients including standing order and DDA.
* Conducting outbound calls for verification of client information.

**Al Ain Food & Beverage** (UAE)

***Call Center Agent:*** *2015 to 2015*

**Key Deliverables:**

* Obtained client information via telephone calls and verified information.
* Determined eligibility via comparison of client information to requirements.
* Established policies by entering client information or confirming pricing.
* Informed clients by explaining procedures, answering questions, and providing information.
* Maintained communication equipments by reporting issues.
* Coordinated for customer orders with the internal departments.
* Managed customer complaints related to damaged goods or order complications.
* Described company products and services and assisted the marketing of the same.
* Registered new customers’ subscriptions or renewal of existing customers’ subscriptions.

**Brothers Group LLC** (Egypt)

***Store Manager:*** *2011 to 2014*

***Assistant Store Manager:*** *2009 to 2011*

**Key Deliverables as Store Manager:**

* Controlled overall activities of the store.
* Managed day-to-day affairs of the store.
* Ensured optimum profitability of the store.
* Managed assets of the store including their safety issues.
* Reviewed stock reports on daily basis.
* Provided training to staff regarding improvement of their skills.

**Key Deliverables as Assistant Store Manager:**

* Trained store staff by review and revising orientation to products and sales training materials.
* Evaluated competition by visiting competing stores.
* Purchased inventory by researching emerging products.
* Attracted customers by originating display ideas.
* Promoted sales by demonstrating merchandise and products to customers.
* Assisted the manager in attainment of higher sales targets.
* Assisted customers by providing information, answering questions, obtaining merchandise requested, completing payment transactions, and preparing merchandise for delivery.

**Previous Assignment**

**Store for Gifts**, Egypt

***Sales Man:*** *2005 to 2009*

**Personal Dossier**

* **Date of Birth** : 19th June, 1983
* **Languages Known** : English, Arabic, and Russian
* **Marital Status** : Married
* **Nationality** : Egyptian