**D.O.B: 27/05/1987**

**Experience :**

* **Al Jawhara Group of Hotels & Apartments ,DEIRA,, Dubai UAE.**

**Tasks:**

* CID REPORTER and Reception Desk.

. Started Aug 2015 till Now.

* **From March 2014 till August 2015 worked in El Swedy Meters ,**

 **Assigned in** Logistics Department and customs affairs**.**

* **From Jun 2012 till March 2014 end worked in Falcon Group ,**

 **Senior Sales under on the following tasks:**

 **Main responsibilities**

* Approaching new customers to generate existing business opportunities
* Widely Promoting company’s services to customers to expand customer data base.
* Dealing with phone inquiries and direct contact with customers.
* Communicate and sending sales leads to the agencies to get the FOB business and support by information if needed.
* Informing the customers with market updates and any news related to the lines.
* Communicate customers' requirements to sales support to get rates.
* Maintain current clients by providing accurate and timely communications to all customers’ enquiries including rates quotations, service/schedules etc..
* Cope with the set target/budget provided by the team leader.
* Submit the required sales reports about customers performance timely.
* Carry out all required duties to achieve the set target
* Negotiate with lines to match customers’ target rates.
* Positively contribute with the team the achieve the max volumes ( Reefer/Dry) possible based on the company service scopes.
* **From Jul 2011 till Jun 2012 end worked in: United Emirates Co**

 **Ops , Cs Dept and Sales Executive under the following tasks .**

 **Main responsibilities**

* Approach and Follow up with clients to generate/maintain their traffics.
* Accept and place customers’ bookings and give them all required data such as vessels' dates , Cut off …
* Dealing with phone inquiries and direct contact with customers
* Responsible for communications with shipping lines to get the needed info/rates.
* Informing the customers with market updates and any news related to the lines.
* Communicate customers' requirements to other dept to facilitate the work flow.
* Maintain current clients by providing accurate and timely communications to all customers’ enquiries including rates quotations, service/schedule information…
* Handling the operation process of the customer's documents once bookings secured till vessel sailed.

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* **Relocate to live in United Kigdom, Grimsby from Jan 2010 till Jul 2011.**
* **From Jan 2009 till Jun 2009 worked in Embassy freight Sales coordinator/ under the following tasks.**
* Approaching clients trying to secure new business.
* Maintain existing customers by timely follow up.
* Accept customers’ bookings and give them all required information.
* Follow up and handle the existing customers and coordinate their requirements.
* Dealing with phone inquiries & direct contact with customers
* **From Jan 2008 till 2008 end Alex Sedrah Agency,**

**Export Dept. Trained under the following task :**

* Approaching clients trying to secure new business.
* Maintain existing customers by timely follow up.
* Accept customers’ bookings and give them all required information.
* Follow up and handle the existing customers and coordinate their requirements.
* Dealing with phone inquiries & direct contact with customers.
* **From March 2007 till 2007 end : Ocean Link freight and Logistics ,**

 **Export Department – Trained under the following tasks:**

* Communicate with customers and shipping lines for business handling.
* Handling phone calls inquiries
* Maintain electronic filing systems for records & correspondences
* Schedule & confirm appointments & meetings with targeted customers.

**Formal authorities**

 To act within the guidelines and roles assigned by the company overall

**Career Objectives and Personal Qualifications:**

* High flexibility in dealing with the surrounding environment.
* Ability to work in groups.
* Ability to work under pressure.
* Strong communication and interpersonal skills.
* Enthusiasm and desire to expand experience and explore new challenging opportunities.
* Build a challenging career.
* Eager to learn & Gain more experience.
* To have the chance to work in a creative, competitive and productive environment.

**Education and Skills:**

**High School: Thanaweya Amma (Zahran Language School).**

**Faculty: Faculty of Commerce, Business Section, Alexandria University.**

**Languages: Arabic & English: Fluent to Speak, Read and Write.**

**Computer Skills: Microsoft Office and Web Access.**

 **1702716 First Name of Application CV No:**

Whatsapp Mobile: +971504753686

