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 **Elhady**

 **Clint`s Services Clerk .**

**Elhady.314385@2freemail.com**

**Objectives:**

I am seeking a competitive and challenging environment where I can serve your organization and establish an enjoyable career for myself.

 **Personal information:**

* Name Elhady
* Nationality Egyptian
* Marital status Single
* Home address Alexandria - Egypt
* Visa status Employment Visa (resident)

**Additional Skills:**

|  |  |
| --- | --- |
| Management | Microsoft Office |
| Marketing Strategy  | Negotiation |
| New Business Development | Cold Calling  |
| Leadership  | Customer Service |
| Presentation Skills  | Marketing |
| Sales Operations | Sales Management |
| Pressure Handling  | New Business Development |
| Business-to-Business | Call center representative  |

**Communications:**

* Good communication skills, adaptable and quick learner.
* Motivated, ambitious and eager to learn.
* Can be part of a team, can handle hard situations.
* Typing Arabic & English.
* Using computer-based technologies to locate access, evaluate, store and retrieve information and to express ideas and communicate with others.

**Experience:**

* Company Name: (BIEN Sports Media Group) (from: December 2016 to: now)

 **Title: Senior Sales Department.**

* Direct sales
* Handling the stand and Stuff.
* Dealing with the head mangers according to business development.
* Assisting and support all the juniors and the sales team.
* Company Name: MEA RESOURCE SOLUTIONS (Dubai government SALIK DEPARTMENT) (from: November 2015 to: now)

 **Title: Clint`s Services Clerk.**

* customer services (Call Center Representative)
* two times best performances.
* work at support team for one month.
* Company Name: Mars master food (galaxy chocolate) (from: June 2012 to: July 2015**)**

 **Title: Chiller Parts Supervisor**

* Providing training and guidance for the team
* Improve Sale scales for the team and Marketing scales
* Planning for months ahead to achieve the monthly targets
* Following up with the team in the field to ensure quality performance
* Setting strategic plans with the management on yearly basis
* Setting yearly evaluations for the team to monitor their progress
* Responsibility to achieve the targets set beforehand
* Company Name: (Vodafone Egypt) (from: February 2011 to: May 2012)

 **Title: Customer Service Representative**

* Respond to telephone inquiries and troubleshooting
* Quick complaints resolution
* Ensure customers satisfaction
* Company Name: Mars master food (galaxy chocolate) (from: august 2007 to: Jan 2011)

 **Title: sales representative**

* Retail Marketing to new customers
* Wholesale and Marketing to bigger clients
* Pre-selling and responsible for Northern Alexandria Chillers department
* Company Name: United Company for Technology (from: Jan 2005 to: July 2007)

 **Title: Planning Manager**

* Direct Sales with customers
* Supervised over the Camera sales section
* Promoted to Sales follow up and Planning manager
* Company Name: The Last Fashion "Women's wear” (from: May 2003 to: Dece2005)

 **Title: Sales Executive**

* Arranging store display
* Direct Sales face to face with customers
* Became responsible for cash handling and managing other sales executives
* **Education:**
* Al-abasya military school (high school)
* Alexandria university Faculty of Law (present)
* **Professional courses:**
* Microsoft office at the university.
* ICDL at the university
* English courses
* United Company for Technology Management and Planning course for 3 months
* Mars course Supervision Course at Mars master-foods
* **operating system /software applications:**
* Excellent knowledge in windows and office.
* Excellent knowledge of internet.
* Excellent knowledge in computer maintenance (hardware / software)
* Good knowledge in network maintenance
* **Goal: To aggressively prospect, maximize sales, provide exemplary customer service and squash the competition.**
* Quota-surpassing sales representative with a history of exceeding employer
* expectations across diverse industries.
* Enjoy talking to people and establishing a long-term, Loyal customer base.
* Persuasive communicator; use consultative selling skills to identify
* opportunities overcome objection, build relationships and turn cold

canvassing in to sales.

* Tenacious negotiator and closer; adept in conveying the benefits of

products/services and generating customer interest. Quickly learn, master

and sell new product offerings.

* **Languages:**
* Arabic: Mother Language, Reading, Writing, Speaking and Typing.
* English: excellent at Reading, Writing, Speaking and Typing.