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| **Mohamed****Mohamed.332415@2freemail.com** |

This letter is to express my interest in your vacant position.

I have experience which I feel is highly relevant to your position, not least my ability to lead all aspects of a client’s relationship across a wide range of business processes, applications and information technology.

I am confident in my ability to have a major strategic impact on the long-term success of your enterprise. By having a straightforward, entrepreneurial and optimistic outlook I can easily develop and enhance long-term client relationships with your clients at senior levels.

I have the potential to be one of your top performers.

After reading your job description I quickly realized the match between your requirements and my ability to utilize customer-focused principles, practices and techniques in order to retain, manage and expand major accounts. I can bring to the table my experience of communicating client requirements, obtaining referrals from existing customers and serving as a primary contact with assigned prospective and current customers.

Throughout my career, I have consistently come up with alternative solutions and options to seemingly intractable problems. Furthermore, I can drive change in a way that brings immediate benefit and am able to deal with sensitive situations without damaging an existing relationship.

On a personal level I am not afraid to make important decisions and can be decisive in ambiguous situations.

Right now, I want to join a company which believes that its employees are its most important asset and treats them accordingly.

If required I can provide you with excellent references from my current and previous employers. Please do not hesitate to contact me if you feel that I could be a suitable candidate for your position.



**Mohamed**

**CAREER OBJECTIVE:**

A dynamic smart and interactive young person with a sound professional background seeking for placement in any collaborative and challenging environment where integrity and cooperate governance are highly valued with objective to improve my career and support the organization to achieved its goals.

**SKILLS AND QUALIFICATION:**

* Good aptitude for team work.
* Friendly, positive and professional attitude.
* Always willing to lean and adapt very fast.
* Can conveniently work with people from multicultural background.
* Enthusiastic, and have excellent customer service skills.
* Great motivator, listener and efficient.
* Keen to learn & adapt new things easily.

**EDUCATIONAL QUALIFICATIONS:**

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| **Institution** | **Achievement** | **Year** |
| Ain Shams University-faculty of Commerce | Bachelor degree-Accounting | 2008 |

**WORKING EXPERIENCE:**

Position: **Senior Sales Executive.**

Company: Abdul Latif Jameel International Co. - elmobasher.

Duration: From Jun 2015 until the present time.

**Responsibilities:**

* Profound ability to negotiate and handle customer request
* Expertise in new and used vehicle sales, pricing strategies, client relations and needs assessment.
* In-depth knowledge of automobiles and their terminology.
* Communicate daily with the assistant sales manager regarding unit’s need.
* Explains the operating features, warranties, paper work of car to the customer
* Resolve customer queries and problems.
* Send a report visits, customer calls and delivery of sales per day to sales managers



Position: **Business** **Relationship Officer.**

 Company: Piraeus Bank - Egypt.

 Duration: Jan 2012 – May 2015

**Responsibilities:**

* Responsible for opening all kinds of personal accounts.
* Open corporate accounts.
* Provide all support to customers of funding or tax advice concerning business.
* Facilitate loans and credit cards appropriate occasion for individuals and organizations.
* Providing innovative & high standard financial products & services governed by central bank.
* Payroll Solutions Designed for Employer and Employee Convenience.



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 Position: **Customer Service Sales Representative.**

 Company: Abdul Latif Jameel International Co - Daihatsu.

 Duration: Nov 2010 – Dec 2011

**Responsibilities:**

* Meet the needs of customers and ensure that they feel valued and appreciated.
* Assist by offering and provide more information that is comprehensive enough to satisfy the customer.
* Answering the customer’s questions, promotes the Company’s products or services.
* Reassure customers about the quality and worth of the product or service that they are interested in.
* Tackle customer’s concerns in a professional manner.
* Correctly determined the customer’s problem and proceed to address it in an ethical manner.
* Handles the grievance directly affects the reputation of the company and influences.
* Ensure that each customer is smiling at the end of their interaction.

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Position: **Call Centre Agent.**

Company: Etisalat - Egypt.

Duration: Aug 2008 – Oct 2010

**Responsibilities:**

* Answer phones and respond to customer requests.
* Sell product and place customer orders in computer system.
* Provide customers with product and service information.
* Upsell products and services.
* Identify, research, and resolve customer issues using the computer system.
* Follow-up on customer inquiries not immediately resolved.
* Complete call logs and reports.
* Research misapplied payments.
* Recognize, document and alert the supervisor of trends in customer calls.
* Recommend process improvements.

**Strong knowledge with:**

* Excellent using MS Office
* AS400 Application by IBM.
* Credit System for Customer’s Installment Collection.
* Learning SAP Business One.

**Authenticated certificates & Courses:**

* Certificate from **the Office of chartered accountant** and tax expert work that was assigned to me from 1/9/2005 to 30/9/2007.
* Diploma **of COMPUTERIZED ACCOUNTING BY USING EXCEL XP** at Egyptian Academy for training Accountants (E.A.T.A) from: 1/7/2008 to: 30/9/2008.
* Diploma of **FINANCIAL ANALYSIS&BANKS from** Egyptian Academy for training Accountants (E.A.T.A) from: 1/7/2008 to: 30/9/2008.
* Diploma **PEACH TREE ACCOUNTING APPLICATION** from Egyptian Academy for training Accountants (E.A.T.A) from: 1/7/2008 to: 30/9/2008.
* **Soft Skills certificate** from Ain Shams University.

**Personal Profile:**

**Nationality : Egyptian**

**Date of Birth : Dec 13, 1985**

**Language Known : Arabic (Native language) and English (Written, Spoken).**

**Declaration:**

I certify that we the above are true and correct to the best of my knowledge and ability. If given chance to serve you. I assure you that I will execute my duties for the total satisfaction of my superiors.

**References:**

All references are available formally.

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