

CONTACT **BLAL**

Blal.351269@2freemail.com

DUBAI

visit visa:

WORK EXPERIENCE

**Orange** Egypt telecommunication   (2017 —2016) (EGYPT)

**Sales Executive and Customer Representative.**

Performed general office duties and administrative tasks and explain products and offers

,Prepared weekly confidential

sales reports for presentation to management,Managed the internal and external mail

 functions,Handling the sales,

marketing and resolving of customer complaints or issue in a professional, Working in a customer

focused environment,

candidate will be expected to support all other teams, Deal with any enquiries and complaints and

 monitor customer

service, Building & cementing relationships with our customers in order to secure future business

 and Meeting the customers to support with the requirements.

Millennium Opportunities General Trading LLC (2014- 2016) (U.A.E,Dubai)

**Sales Representative**

Serves customers by selling products; meeting customer needs.

-Services existing accounts, obtains orders, and establishes new accounts by

 planning and organizing daily work schedule to call on existing or

 potential sales outlets and other trade factors.

- sales efforts by studying existing and potential volume of dealers.

- Submits orders by referring to price lists and product literature.

- Keeps management informed by submitting activity and results reports,such as daily call reports, weekly work plans, and monthly and annual territory analyses.

- Resolves customer complaints by investigating problems; developing solutions; preparing reports;making recommendations to management.

-Contributes to team effort by accomplishing related results as needed.

-Sales Representative Skills and Qualifications:

Customer Service, Meeting Sales Goals, Closing Skills,Territory Management, Prospecting Skills, Negotiation, Self-Confidence,

Product Knowledge, Presentation Skills, Client Relationships, Motivation for Sales.

Vodafone Egypt telecommunication   (Egypt) (2010- 2014)

**Customer care representative** .

 Helping Customers to meet their needs.

 Delivering information in a professional way.

 Trying to calm down angry customers and solve their problem

 before referring to complaint department.

 Making Clarified service requests if customer faces an individual

 technical problem in his account to be easier to solve.

 Following up with customers to assure that their problems has

 been solved, And to guarantee an excellent customer experience

 Finishing team tasks before the deadline.

 Working in network customer experience project for 4 months :I

 was generating a report every weak based on calls data base to

 evaluate success and failure rate using Microsoft Excel and power

 point

Misr insurance holding company (Egypt) 2009 — 2010

**Relationship officer**

To ensure that market intelligence is carried out in order to identify

prospects and establish their needs,To ensure proper dissemination  of product knowledge to

the intermediaries/direct customers, To give competitive quotations

and ensure follow-ups are done for the same, To facilitate timely

collections of premiums as per the company’s

credit policy, To make regular visits in order to maintain relationships

with the customer,To discuss the upcoming

renewals to avoid lapses and ensure business retention,

To advise customers/clients on claims procedures i.e.

timely reporting and relevant documentation and

To give support to intermediaries including carrying out risk

surveysSoliciting for business from intermediaries

skills

Arabic (Native proficiency), English (Full professional proficiency), Italain

 marketing, Microsoft Office, Communication –

Deals with internal and external customers, Team Player - Enjoys sharing knowledge,

Dealing effectively with multi-cultural

environment, Proactive and self-motivated personality, Hard worker

and determined, Planning and organizing -

Refined planning and organizational skills.

EDUCATION AND TRAINING

Bachelors of social work 2009

Institute of Computer Science for Helwan University - Egypt

Sales and Marketing Training (Etisalat egypt 2016)

Recognized and awarded as an Etisalat Elife ambassador for the year 2016

Communication and relationship Course ( Misr Insurance Company 2010)

OBJECTIVE

Seeking the opportunity to play a role in making a difference in the community,

 by being part of huge

respectful organization where I hold a position that is commensurate with my education,

knowledge and skill