######

###### KHALED

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**Personal statement**

Well Presented and confident individual with proven ability to provide an exceptional customer service to meet and exceed customers` expectations ,Having an outgoing personality, good interpersonal skills and customer service oriented.

**Objective**

Seeking for challenging position in a reputable company as where my academic background and interpersonal skills are well utilized and developed , and gain more experience to help me improve my performance.

**Personal skills and abilities**

* Excellent command of Arabic and English (written, spoken and read).
* Excellent knowledge of MS Office and internet.
* Experienced with Oracle system (**Siebel CRM** applications).
* Strong analytical problems solving and interpersonal skills.
* Able to work under stress and have the team spirit.
* Ready to quickly learn, enhance and improve current skills.
* Punctual and reliable
* Excellent communication and presentation skills
* Eager to learn, and to develop own and others skills
* Confident, commitment, integrity and courage

## Computer Skills

### Microsoft Office [Word, Excel, PowerPoint Presentation and Outlook] and CRM

### Internet applications and tools

* General knowledge of Windows / Macintosh Software

## Education

**Bachelor of Management Information System, Modern Academy Maady*.***

**Year of graduation:** 2006

**Major:** Information System.

**High School, Cairo International School, year of graduation:** 2001

### Professional Experience

**Employer : ARTE CASA**

**Position : SENIOR PROJECTS SALES CONSULTANT**

Location **:** Abu Dhabi, UAE

Period **:** November2014 **–** Present

**Employer : First Gulf Bank,**

**Position : Sales Officer (Retail banking)**

Location **:** Main Branch, Abu Dhabi, U.A.E,

Period **:** January 2010 – December 2013

**Employer : Golden Sands Hotel Apartments,**

**Position : Sales Representative**

Location **:** Hamdan st.**,** Abu Dhabi, U.A.E,

Period **:** June 2009-October 2009

**Employer : Al Sallab,**

**Position : Sales Representative (distribution sector)**

Location :Nasr City ,Egypt,

Period : August 2008-february 2009

**Employer : *Citi Bank project****,* ***Raya Contact Center****,*

**Position : Telesales & Customer service representative,**

Location **:** *6th of October city, Egypt*;

Period **:** February 2004 – December 2005.

**Employer : *Abdel Wahed Group (sanitary wares)***

**Position : Sales Executive,**

Location **:** *Ataba Square, Cairo, Egypt;*

Period **:**March 2000 – November 2003.

 **:** Projects sales

**Sanitary ware projects sales Responsibilities:**

* Arranging meetings with engineering consultants and developers to review and finalize our elements in their projects.
* Recommend to client(developer), consultant and interior designer the best items to match the concept of their interior design in the project.
* Visiting sites to meet engineers to make presentations regarding our elements.
* Receiving BOQ and specs to select the matching items as per the design concept.
* Arranging meetings with the interior designers to convince and explain to them the technical submittals of the products.
* Prepare quotations and technical sheets to compliance specifications for each project.
* Following up after my proposal with the consultant and the client to make sure that my proposal has been previewed for approval.
* Negotiate with client or client representative around the prices and discounts required to make sure I win the tender.
* Supplying stage checking the availability of stock and after order following up the shipment to confirm the period of shipping.
* Following up the logistics to make sure that the shipment and the delivery will be on time to prevent delay.
* Running after the LPO or LC or any payment conditions to close the deal.

**Personal Qualities and Skills**

* Building good relationships with customers
	+ asking the client appropriate questions
	+ Getting customer commitment
	+ Identifying the stages of need
	+ Demonstrating needs through envisioning
	+ Satisfying the needs of clients
	+ Understanding sales strategies
	+ Analyzing market trends
	+ Analyzing competitors
	+ Developing a client advisory panel
	+ Researching for commercial clients and individual clients
	+ planning the solution - preparing the presentation - presenting solutions
	+ Discuss the steps for developing
	+ Closing a sale and handling clients objections
	+ demonstrating the benefits by showing it to the clients
	+ Confirm commitments by recognizing signals from clients and responding to this signal
	+ Following up with clients
	+ Giving full attention to what Customers are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
	+ Actively looking for ways to help people
	+ Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others
	+ Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
	+ Resolves billing or service complaints and refers grievances to designated departments for investigation.
	+ Confers with customer by phone or in person to receive orders for installation, turn-on, discontinuance, or change in service.

**Projects**

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| **PROJECT NAME** | **DEVELOPER** | **CONSULTANT** | **CONTRACTOR** |
| **AL AIN AL AHLIA HOTEL** | **AL AIN AL AHLIA INSURANCE COMPANY** | **GHAZI AWAD CONCULTANCY** | **DHAFIR DEVELOPMENT & CONTRACTING** |
| **UNITED SQUARE TOWERS** | **ICT** | **EHAF** | **SIEDCO** |
| **AL HADEEL** | **AL DAR** | **AECOM** | **AL FARA’A CONTRACTING** |
| **1017 VILLAS WEST YAS** | **AL DAR** | **JLA** | **ARABTECH** |
| **PARK VIEW TOWER** | **AL DAR** | **AECOM** | **TEEJAN CONTRACTING** |
| **BEACH ROTANA HOTEL(RENOVATION)** | **RIBA ENTERPRISES LTD.** | **GA ARCHITECTS & ENGINEERING** | **Group 3 Engineers Contractors L.L.C** |
| **6049 ADNOC HEALTH CLUB** **AT KHALIDYA VILLAS COMPOUND** | **ADNOC** | **HOUSING SERVICES CONTRACTING** | **HOUSING SERVICES CONTRACTING** |
| **NAJMAT Residential tower** | **REEM DEVELOPMENT** | **UNII Engineering Consultancy** | **COMMODORE CONTRACTING CO.** |

**Exhibitions**

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| **City escape Abu Dhabi** |
| **Hotel stand , Italy** |

**Personal Data**

**Date of Birth:** April 15, 1984.

**Place of Birth:** Abu Dhabi, UAE.

**Gender:** Male.

**Nationality:** Egyptian.

**Military Status:** Finished Military Service on June, 2008.

**Marital Status:** Single.

**Visa status:** Employment Visa, and residence in UAE

**UAE** **driving** **license:** available

References and Certificate are Furnished Upon Request