

[Islam.366672@2freemail.com](mailto:Islam.366672@2freemail.com)

Professional Experience & Achievements

Senior Customer Service Management

Sales and Merchandising

5+ years sales and customer service in **Vodafone Egypt**  CSA (Customer Sales Advisor) retail department with senior degree as a shift lader in Vodafone stores.

Responsible for all sales activities, and develops and implements agreed upon marketing plan which will meet both personal and business goals of expanding customer base in the marketing area.

Works within the sales and support teams for the achievement of customer satisfaction, revenue generation, and long-term account goals in line with company vision and values

**\* Vodafone** customer care agent (call center) from 31/7/2010 till 28/11/2011.

**\* TE-Data**

A proven track record of working as a customer service with over 2 year experience in all departments.

Dedicated professional with over 1 year of technical support experience.

Helping manage projects and deliver exceptional standards of service and collective business objectives.

Highly successful in achieve goals and optimizing business.

Personal Data

Date of birth 06-12-1985

Nationality Egyptian

Marital Status Marred

Military Service [exempted](http://www.google.com.eg/search?sl=en&tl=iw&hl=ar&tbs=clir%3A1,clirsl%3Aen,clirtl%3Aiw&q=excempted&nfpr=1&sa=X)

Education Record

Information System

Department of Network

Average grade: Good

Year: 2008

High School: ElKoba Elthanwia **School**

Overall percentage: 81 %

Professional Development

* Provide excellent knowledge of all Vodafone’s services, products, offers, promotions.
* Communicate effectively with other departments in order to provide the required customer service standards.
* Ensure the quality of delivering consumer and enterprise customer care activities.
* Up-sell, cross-sell products and services & implement all VF campaigns & incentives programs.
* Furnish and enhance sales & after sales services to consumer & enterprise, keeping a customer database.
* First visit resolution implementation.
* Exceed the assigned sales targets.
* Update store’s communication messages.
* Provide support guidance and solutions to the team.

Training

Recommend the best (innovative center)

Retail academy (Vodafone training)

Basic Business Skills Acquisition

Communication Skills

Relations Skills

Intel processors

Vodafone Serve the customer

Vodafone LTRF

Areas of Expertise

* Meeting Customer Needs
* Customer Service
* Customer Solutions
* Quality Assurance
* Control Environment
* Problem Solving
* Business Development
* Customer Relationship Development
* Time management
* Exceeding Targets
* Salesmanship
* Sales initiatives
* Sales Management
* Maximizing Profit
* Marketing
* Team Working
* Staff Training

Skills and Personal Characteristics

* Generator with a proven ability to handle different sales situations
* Multi-functional expertise
* Ability to work Under pressure
* Analytical thinking
* Hard worker
* Self-Motivated
* Internet skills
* Ambitious
* Punctual
* Committed
* Reliable
* Honest

Language Skills

Arabic Mother Language

English Very good written,very good spoken

Italian good written, good spoken

References

Available upon request

I'm ready to learning everything is new

And I can work inside or outside country