**Mohamed**

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**Curriculum Vita**

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**Personal Details**

**Birth : 30 / 01 / 1976**

**Driving license + a car**

**Academic Qualification**

**Mansoura University 1993 - 1997 Good**

**Teaching BA - English language**

**Diploma - consecutive interpretation 2002 – 2004 Very Good**

**Work Experience**

**TEACHER**

**-Government schools (Egypt) 1997 – 1999**

**- Al Deyar Mina Hotel (Abu Dhabi) receptionist 1999 – 2002**

**-Government schools (Egypt) 2002- – 2006**

**- Egyptian School (Sharjah) 2006 - 2007**

**- El Saeedia School. (Dubai) 2007 - 2008**

**- The Religious Institute School (Dubai) 2008 – 2017**

**Skills**

**Languages Arabic (mother language)**

**English (fluent reading and writing)**

**Software Proficiency in all areas of Microsoft Office, including Access, Excel,**

**Word and PowerPoint**

**Excellent communication skills, both written and verbal**

**Listening skills - Influencing skills - Conflict resolution - Communicating**

**Caring - approach High levels of integrity**

* **Responsibilities**
* Timely preparation for quotations in the ERP system.
* Handles all big projects and governmental enquiries for quotation and order status.
* Supporting Sales Support Coordinator in generating non-standard quotations.
* Verify the price, quantity and discount in the quotation prior to sending it to customers to insure accurate information has been provided.
* Diligently follow up with the customers the quotations to convert it to into sales order.
* Verify the price, quantity and discount in the purchase order.
* Sending enquiries to suppliers for special prices to be able to send competitive quotations with concurrence of Sales Support Supervisor.
* Process the orders by booking in the system and submitting it to delivery team.
* Proactive coordination with other departments:

- Coordinate with credit control for the release of the materials and ensure continuous contact with customers in case of ant issues.

- Liaise with delivery team and logistics to ensure on time l material delivery.

- Coordinating with prequalification for arranging sample brands, compliances statements and other technical submittal as required.

- sending requests to IT departments for any new item code creation.

* Minimize customer complaints, delays, rejections, discrepancies , throughout the sales process by following up with customers and internal departments regularly.
* Support customer service in handling complaints by providing accurate information on queries.
* Handling walking in customers for product selection and provision of prices for cash sales.
* Follow up on outstanding payments to customers as required only.
* Update the sales team on matters of importance to ensure that customer services feedback on issues.

**Reference**

**available on request**