** MOHSEN**

**** **mohsen.378041@2freemail.com** **C/o- +971505891826 Dubai, UAE**

With a successful background in customer service and over 10 years of experience in delivering high-quality sales solution, improved sales of my product division supervised launch of several new products, increased the strength of my sales team, and forged stronger relationships with clients. Skilled presenter, project leader, and communicator, with the experience and flexibility needed to adapt to fast-changing schedules, high-pressure settings, and rapidly shifting priorities.

**Here is a synopsis of my accomplishments and an overview of my key strengths:**

* Streamlined the sales process and improved the overall sales of my product division by 37% during my tenure
* Strengthened the sales team by increasing its size by 25%
* Successfully launched 7 new products in the domestic market
* Won the coveted Sales Manager of the Year award twice
* Proficient in MS office, notably MS Word and PowerPoint
* Motivated, organized, and committed leader who prides himself on his ability to successfully complete any responsibility.

**WORK EXPERIENCE**

***Area Manager Retail*** (02/2015 – 12/2017)

 **ETISALAT** (EGYPT)

* Works with store management to ensure the highest level of customer service in all stores
* Carries responsibility for communicating and allocating the area's sales target – set forth by the Operations General Manager- to each of the shop managers and team leaders
* Develops medium to long-term sales plans for the area Conducts frequent visits to stores in the area and assesses progress with regards to the implementation of business plans applicable in the area
* Enhances a brand image by ensuring that all stores meet visual presentation standards.
* Manages and mentors sales team with a view to increasing team effectiveness.
* Ensure Etisalat product displayed at allocated outlets.
* Ensure team satisfaction and team spirit by weekly visits to staff outlets.

***STRATEGIC PARTNERS TRADE KEY ACCOUNT*** (2/2011 – 02/2015)

 **ETISALAT**  (EGYPT)

* Manage the allocated area and accounts performance to over-achieve the target.
* Monitoring TKA daily operation work.
* Achieve high sales quality as per the trade dynamics and requirements from Etisalat management.
* Acquiring new accounts according to the Trade Key Account channel and Capture missed opportunities in potential areas/segments.
* Ensure Product availability with sufficient quantities.
* Managing all TKA problems & critical issues.
* Managing the highest level of staff P&S knowledge.
* Ensure availability of BTL & marketing material.
* Ensure optimum stock level for the allocated outlets.
* Maintain a good relationship with the accounts top management through monthly meeting with partners.
* Managing the highest level of staff P&S knowledge.

***Customer service*** (06/2008 – 02/2011)

 **I 2 STORES** (A shopping and retail company in Cairo) \_EGYPT

* Managing incoming calls and customer service inquiries.
* Generating sales leads that develop into new customers.
* Manage large amounts of incoming calls.
* Generate sales leads.
* Identify and assess customers’ needs to achieve satisfaction.
* Build sustainable relationships and trust with customer accounts through open and interactive communication.
* Provide accurate, valid and complete information by using the right methods/tools.
* Meet personal/customer service team sales targets and call handling quotas.
* Follow communication procedures, guidelines and policies.
* Take the extra mile to engage customers.

***Outside Sales Representative*** (02/2005– 06/2008)

 **Actgsm mobile shop** (selling Mobil and mobile phones software) \_EGYPT

* MY growing business is an Outside Sales Representative to increase Mobile Devise and Sim Card sales in MANSOURA CITY
* Monitor industry trends in order to identify emerging markets and develop plans to utilize those markets to expand revenue.
* Co-ordinate sales reports each week and submitting them to management.
* Update client information in the company contact database.
* Stay on top of industry trends to identify potential opportunities for company growth.
* Conduct seminars and presentation to promote the product sales.
* Develop network with end-user, marketing associates, and distributors.
* Managed customer satisfaction and coordinated with Outside Sales Manager to resolve concerns.
* Handled prospects and innovated marketing plans. Suggested customer solutions.

**LANGUGES**

* Arabic (N)  English

**EDUCATION**

**Bachelor** **of Arts and Education**  / Department of Geography

**EL Mansoura University /** EGYPT 5 / 2003

**CERTIFICATIONS&TECHNICAL**

* **CUSTOMER SERVICE EXCELLENCE** July 2014 to Present

This is to certify that completed the professional education course for customer service

* **MANAGEMENT PROGRAM** December 2014 to Present

This is to certify that completed the professional education course for MANAGEMENT PROGRAM (MARKETING/STRATEGY/SOLUTION/PLANNING/GROWTH)

* **ICDL** May 2011 to Present

 (International Computer Driving License Course)

* **SALES SKILLS:**

 Work in any sales programs also can handle me with any B2B system or CRM.

* **MS office:**

Advance working knowledge of all MS office applications.

**PERSONAL DETAILS**

 **Nationality:**  Egyptian **D O B:**  6/12/1981

 **Visa** **Status:**  Visit Visa **Civil Status:** Married

 **References are available upon request.**