***Personal Information:***



 **Nationality** : Egyptian.

* **Marital Status** : Married.
* **Military Status** : Exempted.
* **Date of Birth** : September, 08, 1985

 **Place of Birth** : Ismailia.

***Experience***

***Senior Relationship Officer***



***Emirates Islamic Bank (from February 2015 till Present)***

***Major Duties and Responsibilities***

* Bringing new customers in Business finance Department.
* Analysis of Financial statement and bank statement to see the eligibility of the customer as per his business growth and expansion.
* Possess interpersonal skills to coordinate between credit and disbursement department for the successful completion of the deal.

***Sales & Marketing Executive***



***Pickalbatros Hotels & Resorts & Hurghada (from May 2013 till August 2014)***

***Major Duties and Responsibilities***

* Secure, manage relationship with Tour operators via meetings, telephone calls and emails.
* Visiting potential customers for new business.
* Identifying new markets and business opportunities.
* Negotiate room rates/packages with corporate clients and local travel agents.
* Following up contracts issues with Tour operators.
* Prepare company contracts for the hotel in accordance with current business and pricing conditions.
* Developing and maintaining sales proposals, rate cards, newsletters, brochures, and many other materials related to marketing.
* Monitor Revenue, Occupancy levels graphs to match budget plan.
* Evaluating Tour operators performance.
* Organizing and attend sales events, as required.
* Implementing reservation procedure within different Market segments.
* Responsible of Reporting System (daily, weekly, monthly& Yearly).

***Business account manager – Corporate Sales***



***Vodafone Egypt (from September 2010 till April 2013)***

***Major Duties and Responsibilities***

* Account planning of the Enterprise accounts.
* Handling Top Corporate accounts, Syndicates Accounts.
* Open new accounts and hunting on competitors accounts.
* Retain and maintain corporate accounts to avoid deactivation.
* Monitor risk accounts and set appropriate action to avoid suspension.
* Evaluate the preferences and competitors’ prices of products and solutions to ensure that they are meeting the requirements of the customers.
* Setting the financial plans in order to get the required targets achieved by the team works.
* Responsible for the nominated accounts and information delivery to its owners.
* Evaluating performance and risks in nominated accounts and revises plans where appropriate.
* Secure, manage and deepen the Vodafone customer relationship
* Provide face leadership into the accounts on delivery of new products and services.

***Distribution Sales Team (Indirect Sales)***



***Vodafone Egypt (from March 2009 till September 2010)***

***Major Duties and Responsibilities:***

* Business Development.
* Searching for new outlet and hunting the competitor dealers.
* Follow up market and brands analysis.
* Planning to cover all the districts and villages in the governorate every month.
* Increasing revenue and figures.
* Follow up the target achievement and evaluating performance for each dealer.
* Motivate the none exclusive dealer to be exclusive dealer.
* Handling Dealer complaints and their incentive mistakes.
* Product availability insurance (Lines, USBs, Scratch Cards and Devices).
* Services availability insurance (SIM Swap, E top-up, Activation and ADSL).
* Making Shipment list of all our products to Vodafone agencies.
* Monitor the distribution and performance of the main agencies (First,Delta,MTI and Nile).
* Coordination between agencies and dealers.
* Choosing the premium locations for Vodafone Road Show cars, banners and posters.

***Customer Care Representative***



***Vodafone Egypt ( from March 2008 till March 2009 )***

***Major Duties and Responsibilities:***

* Receive customers’ calls and give the required information and assessment.
* Handle and solve customers’ complaints.
* Follow the process steps using required forms and applications to solve the customers’ issues.
* identify and escalate priority issues.
* route calls to appropriate resource.
* follow up with customers to make sure all issues are solved.
* Generate the calls reports to the supervisor.

***Another Experience***



* Marketing department, sphinx clothes factory, Ismailia.
* Sales and Customer Care Rep., A.R.T, Ismailia.
* Shipping Rep, Embee Clothes Factory , Ismailia.

***Academic Qualifications***



|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  Bachelor of tourism and hotels science | | | November 2008, Institute of various studies, | | |
|  |  |  | **Cairo University, Giza, Egypt** | | |
|  | ***Skills*** | |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  | |
|  |  | ***Top Skills*** | ***Also Know About*** |  | |
|  |  |  |  |  | |
|  |  | Sales | Inbound Marketing |  | |
|  |  |  |  |  | |
|  |  | Marketing | Market Research |  | |
|  |  |  |  |  | |
|  |  | Corporate Strategy | After Selling |  | |
|  |  |  |  |  | |
|  |  | Account Management | [Competitive Analysis](https://www.linkedin.com/vsearch/f?keywords=Competitive+Analysis&trk=profile-skill-section) |  | |
|  |  |  |  |  | |
|  |  | Business Management | Team Leadership |  | |
|  |  |  |  |  | |
|  |  | Generate Revenue | Strategic Planning |  | |
|  |  |  |  |  | |
|  |  | Negotiation | Budgets |  | |
|  |  |  |  |  | |
|  |  | Solving And Handling Complaints | Self Management |  | |
|  |  |  |  |  | |
|  |  | Customer Service | Customer Satisfaction |  | |
|  | ***Computer Skills*** | |  |  |  |
|  |  |  | | |  |
| **Windows** | | Windows XP and 7 – Excellent user | | | |
| **Internet** | | Excellent user |  |  |  |
| **Mail Client** | | Outlook , windows life mail , thunderbird | | | |
| **Office** | | Microsoft Office – Very good | | | |
|  | ***Languages*** | |  |  |  |
|  |  |  |  |  |  |
| **Arabic** | | Mother tongue |  |  |  |
| **English** | | Very good |  |  |  |

***CERTIFICATIONS***



**International marketing service** Management–communication skill , marketing , strategicplans and Negotiation skills

**First Name of Application CV No:** **384480**

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