**Mohamed**



Email: mohamed.294486@2freemail.com

Sales executive supervisor - Etisalat

27 years old

Egyptian

Dubai

**Objectives**

**In the Short – term (2-3 years)**

* Oscillate my skills as senior sales operations / product management in a multinational company.

**In the long – term (4-10 years)**

* Promote my knowledge and abilities to work as business operation manager.
* Business consultant and lecturer.

**Academic Information**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Bachelor Degree** |  |  | **Petroleum Geosciences and Finance** |  |  | **Cairo University** |  |  |
|  |  |  |  |  |  |  |
|  | **Graduation date** |  |  | **January 2011** |  |  |  | **Faculty of Sciences** |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  | **Grade** |  |  | **GPA 2.03 / 5** | **Good** |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  | **Project's Grade** |  |  |  |  |  |  |  |  |
|  |  |  | **Excellent** |  |  |  | **9.6 / 10 Points** |  |  |
|  |  |  |  |  |  |  |  |  |  |  |



**Work Experience**

|  |  |  |
| --- | --- | --- |
|  | **Sales** executive supervisor **at ETISALAT AL Kifaf BC - Dubai** |  |
|  | \*Passed Etisalat certification for customer Journey & Excellence |  |
| **Sep. 2013 – Up to date** | - Following the staff monthly achievements against KPIs including the |  |
|  |  |
| **Work Responsibilities** | monthly update of sales VS achievements dashboard |  |
| - Maintain customer experience and ensure customer satisfaction |  |
|  |  |
|  | - Strong experience with new customer journey of Etisalat. |  |
|  | - Meeting customer needs & Building strong work relationships with Customer. |  |
|  | - I have over than 2 years in sales operations and generating reports. |  |
|  | - Highly able to control the floor and customer flow. |  |
|  | - Possess strong SMB & Gov sales experience and skills. |  |
|  | - Supported Bur Dubai area stores in the new governmental / special projects |  |
|  | with staff coaching and development. |  |
|  | - Worked on some Governmental projects such as Dubai police offer, Giving |  |
|  | support to the account manager in the sales operations. |  |
|  | - Applying Need Analysis and understand customer’s needs with product |  |
|  | direction. |  |
|  | **\*Act as Etisalat Alkifaf Business center Senior Acc. Manager** |  |
|  | - Insure customer satisfaction and experience. |  |
|  | - Training the staff how to capture the sales chances and how to create new |  |
|  | sales chances. |  |
|  | - Training staff and ensure following Etisalat terms and conditions. |  |
|  | - Implement Etisalat Customer Journey. |  |
|  | - Generate daily work progress reports and target achievements and KPIs. |  |
|  | - Generate shift opening and closing reports. |  |
|  |  |  |

2/9/2017 1Page Confidential

**May 2011- Aug. 2013**

**Work Responsibilities**

**Jan. 2009 - April 2011 Work responsibilities**

**Sales operations supervisor in Up-Tech Computer IT Corp. Egypt**



* Handling Bulk orders
* Generating regular daily and monthly reports
* Expands new deals and contracts
* Manage sales operations with sales plan to meet the target
* Ownership of commercial on bids and tenders
* Responsible for making presentations to customers and sales personnel

**Retail support In Up-Tech Computer Cor.**

* Handle the existing customers
* Expand the achievement
* Wide the area of selling
* Applying Need Analysis and understand customer’s needs with product direction

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  | **Certificates** |  |  |
|  |  |  |
| **March 2010** | Communication skills and body language certification at British council / Egypt |  |
|  | Joined British Council program for Petroleum Geo-Science students |  |
| **Sept. 2010- Jan. 2012** | (sponsored by British Gas company) |  |  |
| Included : | - | British English Language |  |  |
|  |  | - | Personal Development Portfolio |  |
|  |  | - | ILETS Preparation |  |  |
| **April 2013** | Attended Basic course for successful customer service representative |  |
| **Jan. 2014** | Best Employee award in Etisalat Al Kifaf for Q1 & Q2 2014 |  |
| **Feb. 2014** | Best Employee award in Etisalat Al Kifaf for Q4 | 2014 |  |
| **Mar. 2015** | Best Employee award in Etisalat Al Kifaf for Q3 | 2015 |  |
| **May 2016** | Best achiever and Behavior in Bur Dubai Etisalat Area Q2 2016 |  |
| **June 2016** | Certified attendance for customer journey project in ETISALAT UAE |  |
|  |  |  |  |  |  |

***Languages & Computer Skills***

|  |  |  |
| --- | --- | --- |
| **British English Language** | - ILETS preparation in British Council –Egypt |  |
| - Studied Business English at British Council |  |
|  |  |
| **Microsoft Office** | Good command with Microsoft Office |  |
| applications all versions |  |
|  |  |
|  |  |  |

***\*Personality***

Good listener, Well-Organized, Presenter, Initiative and Motivated.

***\* Points of Strength***

Implementing rules and Instructions, Adapt quickly with ever-changing environments, Ability to work abroad within time limits, Handle hard situations with series actions and ability to work in a team work or individually.



|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |



**Best Regards,**

2/9/2017 2Page Confidential