**Personal**

Addres: DUBAI



E-Mail: [mohamed.304423@2freemail.com](mailto:mohamed.304423@2freemail.com)

Nationality: Egyptian

Birth date: 12.12.1988

Marital Status: Single

VISA Status: Employe visa

Military status: Exempted

UAE driving license: Yes

Own Car: Yes

Languages Arabic / English

**Summary**

More than 8 years’ experience in  sales and marketing  with 2 years’ experience in customer service  , recognized by CO-Workers , clients and employers as an enthusiastic and creative contributor who always steps up to take on additional responsibilities

I have launched  MARNYS natural production  Spanish branch in Libya and managed to make it one of the top companies in less than 3 years

**Work Experience**

*O* ***Marketing Executive and Customer Service expert 10/2016 - 10/2018***

***FOREVER LIVING PRODUCTS Head Office DUBAI - UAE***

* devising and presenting ideas and strategies
* promotional activities
* conducting research and analyzing data to identify and define audiences
* Identify and assess customers’ needs to achieve satisfaction
* Build sustainable relationships and trust with customer accounts through open and interactive communication
* Manage large amounts of incoming calls
* Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution Keep records of customer interactions, process customer accounts and file documents
* Meet personal/customer service team sales targets and call handling quotas
* ***Marketing Manager11/2013 - 6/2016***

***Marnys Natural Quailty Tripoli - Libya***

* Managing all marketing for the company and activities within the marketing department.
* Developing the marketing strategy for the company in line with company objectives.
* Co-ordinating marketing campaigns with sales activities.
* Overseeing the company’s marketing budget.
* Creation and publication of all marketing material in line with marketing plans.
* Manage and improve lead generation campaigns, measuring results.
* Creating a wide range of different marketing materials.
* Working closely with design agencies and assisting with new product launches.
* Maintain effective internal communications to ensure that all relevant company functions are kept informed of marketing objectives

***OMarketing and sales Executive 2/2011 - 9/2013***

***sigma pharmaceuticals industries Cetafen line Cairo - Egypt***

* organizing sales visits
* demonstrating and presenting products
* establishing new business
* maintaining accurate records
* attending trade exhibitions, conferences and meetings
* reviewing sales performance
* negotiating contracts and packages
* Aiming to achieve monthly or annual targets.
* overseeing and developing marketing campaigns
* conducting research and analyzing data to identify and define audiences
* organizing events and product exhibitions

* ***Marketing and Sales Executive3/2010 - 12/2010***

***Western international company Cairo - Egypt***

* Sells products by establishing contact and developing relationships with prospects; recommending solutions.
* Maintains relationships with clients by providing support, information, and guidance; researching and recommending new opportunities; recommending profit and service improvements.
* Prepares reports by collecting, analyzing, and summarizing information..
* Contributes to team effort by accomplishing related results as needed.
* Maintains quality service by establishing and enforcing organization standards

**Skills**

* Team management o Creativity
* Communication o Leadership
* Negotiation o Strategic planning
* Customer serviceo Fast learning

**Education**

***- Diploma in marketing and sales****fromUAE National academy* ***2017***

***- Bachelor of science*** *( Department of Natural science )*

*Zagazig University in Egypt* ***2009***

**Tools and Technologies**

Office – word - excel – power point - Adobe Photoshop