

**Subject: Cover Letter**

***Dear Recruitment Manager,***

*With reference to the above subject, I am writing to express my interest in joining your reputed organization.*

***Total of 10 years full-time work experience will make the skills I have acquired in my professional and educational experiences a good match for your business needs.***

*Thank you for your time and consideration. I hope to have the opportunity to discuss the opening with you in person.*

*Sincerely,*

***Sobhy***

*Sobhy-394087@2freemail.com*

**References :**

*All Certificates are available upon Request*



**Personal Information**



**Career Objective Summary**



**Education**



**Professional Experience**



**Training& Courses**



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**Sobhy**

Date of Birth: Jan 14th , 1986

Nationality: Egyptian

Gender: Male

Status: Married

Email sobhy-394087@2freemail.com

* **Summary :**

Highly organized, energetic and dedicated. strongly motivated to be of service putting much positive stance into every piece of work.

* **Career Objective:**

Looking forward to work in a professionally competent environment where my organizational and communication skills can be fully utilized to assist executives in daily tasks.

1. **Bachelor of Arts, Communications and Public Relations DEPT. grade : very good**

Menoufia University– May 2006

**Electrical Company** **: 2013 – 2019 Kuwait**



1. **Executive Management.** Worked as Executive assistant .

**Food Company** **: 2011 – 2013 Kuwait**



1. **Call Center Management.**

Worked as Customer Services Specialist.

**: 2009 – 2011 Egypt**



1. **Sales Management.**

Worked as Sales Operations Analyst.

From 27th JUL 2014– 27th OCT 2014

1. **Ministry of Communications &Information Technology.**

( International Computer Driving License (**ICDL**) Course)

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From Mar 2014– April 2014

1. **Dar Alkhibra Management Consultants.**

(Team leader Management).

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**Professional Skills**



1. Efficient in MS Office Application: (Word, Excel, PowerPoint…etc.). o Advanced in written and spoken English skills.

o Skillfully using (Web Search, E-mails & Network sharing). o Expert in using Photoshop principals.

o Expert in hotels and flights reservations on websites. o Experienced in media marketing.

o Efficiency in issue Schengen and GCC visas.

**Personal Qualification**



1. Excellent Communication & Interpersonal Skills. o Effective Analytical & Planning Skills.

o Expert in coordination and follow-up capabilities. o Self-starter, positive attitude and flexible.

o Willingness to learn new techniques & acquire new skills. o Highly organized and able to meet deadlines.

o Able to work independently and with a team under pressure. o Attention to details

o Organizational o Problems solving

o Reliability & Discretion.

o Communications and negotiation and relationship building.

**Languages**

1. English (advanced) – Arabic native)



**Other Info.**

o Kuwaiti and Egypt Driving License.

**Electrical Company** **: 2013 – 2019 Kuwait**

1- Provide full secretarial and administrative support to the Chairman.

2- Handle sensitive assignments that include highly confidential information, Draft correspondence, manage mailings and logistics Translation tasks as required Special projects as needed.

3- Screen and respond to all incoming telephone calls and take action as appropriate.

4- Attend and minute all board meetings and arrange for the distribution of the minutes.

5- Maintain the office filing system and all personnel records.

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6- events and conferences management (DMG Big5 events, China canton fair,Lighting middle east Dubai, Kuwait construction week, Batik expo Kuwait, HKTDC Hong Kong fair, InterSolar Europe Germany).

7- Reminding the manager/executive of important tasks and deadlines.

8- Liaising with staff, suppliers and clients.

9- Improves quality results by studying, evaluating, and re-designing processes, implementing changes exploring opportunities to add value to job accomplishments, Keeps management informed by reviewing and analyzing special reports, summarizing information, identifying trends, open, sort, and distribute incoming correspondence

10- Coordinate calendar for meetings and other professional and personal appointments including Providing personal support to the Chairman and his family including Travel arrangements, bill payments...etc. (active, honest, polite and kind.

11- Recruiting and staffing logistics (bayt.com, linked in, indeed, social media)

12- Acted as a communication link between the clients and the executive.

13- Performed clerical functions whenever required – including receiving guests and sorting general queries.

14- Maintained a cordial relation with the whole department.

15- review all agreements and contracts before signing by the CEO.

16- issue Schengen and GCC visas

17- Assisted the executive in preparing reports and presentations.

18- Provided the top management with all the required information on time regarding to Tenders.

**Food Company** **: 2011 – 2013 Kuwait**

1- Greet customers warmly and ascertain problem or reason for calling

2- Open and maintain customer accounts by recording account information

3- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution

4- Recommend potential products or services to management by collecting customer information and analyzing customer needs

5- Prepare product or service reports by collecting and analyzing customer information

6- Identify and assess customers' needs to achieve satisfaction

7- Build sustainable relationships of trust through open and interactive communication

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8- Provide accurate, valid and complete information by using the right methods/tools

9- Meet personal/team sales targets and call handling quotas

10- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution

11- Keep records of customer interactions, process customer accounts and file documents

12- Follow communication procedures, guidelines and policies

13- Resolve customer complaints via phone, email, mail or social media

14- Use telephones to reach out to customers and verify account information

15- Manage large amounts of incoming calls - Cancel or upgrade accounts

16- Assist with placement of orders, refunds, or exchanges

17- Advise on company information

18- Take payment information and other pertinent information such as addresses and phone numbers

19- Answer questions about warranties or terms of sale with Handle product recalls.

20- Suggest solutions when a product malfunctions - Inform customer of deals and promotions

21- Attempt to persuade customer to reconsider cancellation

22- Work with customer service manager to ensure proper customer service is being delivered

23- Compile reports on overall customer satisfaction

24- Handle changes in policies or renewals

**2009 – 2011 Egypt**

1- Track and analyze key metrics - sales out growth, sales goal attainment

2- Collect, consolidate and generate sales forecasts and roll up numbers to Sales Management 3- Compile key pieces of information related to performance against sales objectives to be reviewed By Management

4- Proactively analyze data and reports key findings to sales leadership

5- Develop presentations that analyze sales activities and achievements

6- Reporting and analysis for the sales channels, including: reporting of sales results, key metrics and KPIs, campaign tracking and analysis, and ad hoc Strategic analysis

7- Implements and manages reports ensuring salespersons and leaders have access to key data required to successfully manage the business.

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