

ABDULRHMAN DIAB

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OBJECTIVE

Dynamic and customer-focused professional seeking a challenging position in a reputable organization where I can apply my skills in sales, communication, and problem-solving. Eager to contribute to a team-oriented environment, deliver exceptional service, and support the company's growth and customer satisfaction goals.

EDUCATION

Bachelor of Media and Mass Communication, General Division

2019

Benisuif University

PROFESSIONAL EXPERIENCE

Sales Broker

Present

Real Estate - Egypt

- Assist clients in buying, selling, and renting properties.
- Present real estate offers professionally and negotiate terms.
- Build client relationships and provide customized property solutions.
- Stay up to date with real estate market trends and regulations.

Sales Representative

Etisalat Company

- Promoted and sold Etisalat products and services.
- Handled customer inquiries and ensured full satisfaction.
- Managed documentation and sales process.
- Provided post-sale support and follow-up.

Telesales Agent

For 1 Year

Delivery Company - UAE

- Contacted customers to promote services using scripts.
- Closed sales by understanding customer needs.
- Maintained and updated customer records.
- Answered customer queries and ensured high service quality.

COURSES

Human Resources Certificate – AUC

Covered Topics:

- Organizational Behavior
- Recruitment & Selection
- Compensation & Benefits
- Employee Relations
- Learning & Development
- Performance Management

COMPUTER SKILLS

- Familiar with ERP systems and accounting software
- Microsoft Office (Word, Excel, PowerPoint)
- Internet Browsing
- Social Media

PERSONAL SKILLS

- Strong communication and interpersonal skills
- Ability to work efficiently in a team
- Adaptability and quick learning ability
- Strong problem-solving skills
- Time management and organization
- Detail-oriented with a focus on accuracy
- Capable of managing multiple tasks with high accuracy
- Ability to complete tasks efficiently and on time
- Commitment to official working hours and punctuality

LANGUAGE

- Arabic : Native
- English: Full Professional Proficiency

CONTACT

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COVER LETTER

Dear Hiring Manager,

My name is Abdulrhman Diab, I am writing to express my keen interest in joining your esteemed organization in a position where I can apply my strong background in sales and communication. I hold a Bachelor's Degree in Media and Mass Communication, General Division, from Beni Suef University (2019), and I bring with me a solid foundation in customer interaction, negotiation, and strategic selling.

Currently, I work as a Sales Broker in the Real Estate sector in Egypt, where I assist clients in buying, selling, and renting properties. I present property offers professionally, negotiate deals, and ensure my clients receive customized solutions based on their needs. I stay consistently informed of market trends and real estate regulations to provide accurate advice and build long-term relationships.

Previously, I served as a Sales Representative for Etisalat, where I promoted the company's services, responded to customer inquiries, processed sales documentation, and provided exceptional after-sales support. Prior to that, I worked as a Telesales Agent for a Delivery Company in the UAE, where I reached out to potential customers, promoted services, handled objections, and ensured high satisfaction through effective follow-ups.

To complement my professional experience, I have completed a Human Resources Certificate from the American University in Cairo (AUC), which covered essential areas such as Organizational Behavior, Recruitment & Selection, Compensation & Benefits, Employee Relations, Performance Management, and Learning & Development. This training has enhanced my ability to understand team dynamics and contribute to organizational growth beyond frontline sales.

I believe my educational background, combined with my hands-on experience and training in both sales and human resources, make me a strong candidate for a role that involves customer engagement, business development, or team leadership. I am highly adaptable, performance-driven, and committed to delivering value through strategic communication and client-centered solutions.

I would welcome the opportunity to discuss how my qualifications align with your company's goals and how I can contribute effectively to your team. Thank you for considering my application.

Kind regards,

Abdulrhman Diab