

# Ahmed Ibrahim Abdelgafar Elberry

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Barsha heights, Dubai, United Arab Emirates



## SUMMARY

Proven sales and customer service professional with over 20 years of experience in business development, sales, negotiation, and presentation. Skilled in creating and delivering persuasive presentations to prospects. Thorough understanding of sales principles and strategies. Experienced in prospecting and developing strong relationships with clients.

## EXPERIENCE

### Sales and Customer Service Casa Nostra Real Estate Brokers

February 2023 - Present, Dubai, UAE

- Prospect, generate leads and client presentations - Identify potential clients through various channels such as networking, referrals, cold calling, and online platforms. Develop and maintain a database of potential buyers and sellers. Showcase properties to prospective buyers, highlighting their features, benefits, and value proposition. Provide detailed information about the property's location, amenities, pricing, and financing options.
- Negotiate and close deals - Negotiate sales contracts and purchase agreements between buyers and sellers. Collaborate with clients, lenders, and other professionals to ensure a smooth transaction. Handle objections, counteroffers, and facilitate the closing process.
- Provide excellent customer service - Deliver exceptional customer service by addressing client inquiries, resolving issues, and maintaining a positive and professional demeanor. Offer guidance and support to clients before, during, and after the property transaction.

### Real Estate Eamar Al-Delta

February 2022 - January 2023, Tanta, Egypt

- Negotiate and close deals - Sales contracts and purchase agreements must be negotiated between buyers and sellers. To guarantee a seamless transaction, work with clients, lenders, and other specialists. Handle objections, counteroffers, and make the closing process easier.
- Provide excellent customer service - Respond to consumer queries, resolve concerns, and keep a friendly and professional approach to provide great customer service. Provide clients with advice and assistance before, during, and after the property purchase.

### Sales Manager (Gharbia Area) K&K Trading Company

July 2019 - December 2021, Cairo, Egypt

- Provide sales forecasting and reporting to regional management and monitored performance against target, resulting in an overall 5% improvement in the area in terms of year-on-year revenue.
- Set sales targets for individual reps and monitored progress to ensure targets were met or exceeded. Orchestrated daily sales calls, weekly pipeline reviews and monthly report outs to ensure accurate forecasting and goal attainment.

### Sales Manager Madcons Elevator

January 2017 - June 2019, Tanta, Egypt

### Sales Manager XADO Chemical Group Egypt

July 2014 - January 2017, Cairo, Egypt

### Supervisor Black Line General Trading Company

July 2013 - June 2014, Sharjah, UAE

### Manager Mazen Upholstery Group

October 2007 - June 2013, Greece, Athens

### Observer Petroleum Refining and Condensates Cairo Oil Refinement Company

June 2002 - June 2007, Cairo, Egypt

## EDUCATION

### Bachelor of Computer, Management Information Systems Delta Academy for Science • Mansoura, Egypt • 2006

## SKILLS

JAVA, Data Analytics, Open-Source Software, Sales, Sales presentation, team leadership, team management, problem solving, procurement, prospecting, lead generation, administration, organization.