

Curriculum Vitae

Name: BAHAAELDIN MOHAMED ABDELKADER ZAATAR

E-mail address: bemamz2010@gmail.com

Mobile and What's App: + 971 528109660

❖ Personal information:

- Date of Birth: 10/8/1982
- Gender: Male
- Nationality: Egyptian
- Marital status: married

❖ Work experience:

- **Company:** IBN SINA PHARMA
Title: CALL CENTER SUPERVISOR (telesales & customer service)
Duration: from JUNE 2013 Till Dec 2023

Duties:

- Prepare sales forecast plan with head of sales by using historical data and market analysis,
- Involved in perpetration and implement the company sales strategy by making sure the team is on the right track and hold feedback to top management,
- Support my team to Qualify buyers by understanding buyer's requirements and interests, matching requirements
- Team building & coaching
- Ensure the quality of calls
- Ensure customer satisfaction
- Make sure the message of company for customer loyalty is on track
- Working on specific #KPIS
- Handling customer complains

- **COMPANY:** IBN SINA PHARMA
Title: BUSINESS DEVELOPER
Duration: from Feb 2010 till June 2013

- Identified new business opportunities and clients for the company
- Identified new products, services and lines of businesses
- Developed marketing and sales strategies to help growing a company businesses

- **COMPANY:** IBN SINA PHARMA
Title: TELESales KEY ACCOUNT
Duration: from Dec 2008 till Jan 2010

- Uses inbound and outbound calling
- Uses sales skills #Activelisting #upselling #crossselling #communication #handlingopjection #negotiation #askquestion #empathy #patience

➤ **Company: IBN SINA PHARMA**

Title: TELESALLES

Duration: from Aug 2005 till Nov 2008

➤ **SARA NAWAR pharmacy**

Title: PHARMACY MANAGER

Duration: from March 2001 till now

Employees hiring and reviewing their attendance.

Purchasing Goods from suppliers and complete pharmacy shortage items daily.

Follow up with the supplier for the pending order and credit note of undelivered items and returned Goods .

Preparing the invoices for the process of payments.

Remove expired items from the stock at the beginning of each month.

Participating in yearly stocktaking .

❖ **Education:**

➤ **B.Sc.** SCIENCE FROM FACULTY OF SCIENCE 2004, ALEXANDRIA University.

➤ **Premaster** EXPERIMENTAL ZOOLOGY 2006

❖ **Training and courses:**

➤ SUPERVISORY SKILLS (BRILLIANCE BUSINESS SCHOOL)

➤ KEY ACCOUNT MANAGEMENT (BRILLIANCE BUSINESS SCHOOL)

➤ TELESALLES OPERATION&MANAGEMENT LEVEL 1(IARS)

➤ TELESALLES OPERATION&MANAGEMENT LEVEL 2(IARS)

➤ MINI MBA PROGRAMME MAJOR: MARKETING & SALES MANAGEMENT (IARS)

➤ COMMUNICATION SKILLS (IBN SINA PHARMA)

➤ APPROACH &CUSTOMER SERVICE (IBN SINA PHARMA)

➤ Professional Skills. (IBN SINA PHARMA)

➤ ENGLISH COURSE FROM AMERICAN INSTITUTE (PASSED TO LEVEL10)

➤ **TOT** from CANADIAN TRAINING CENTER.

❖ **Computer skills:**

➤ MICROSOFT OFFICE

➤ CRM

➤ INFOR

➤ MITEL

❖ **Languages:**

➤ Arabic (Mother Tongue)

➤ English (spoken & written).

REFERENCES AVAILABLE UPON REQUEST