

PROFILE

Dynamic and results-driven Sales Associate with a proven track record of exceeding sales targets and delivering exceptional customer service. Adept at building rapport with customers and identifying their needs to recommend appropriate products or services. Strong communication and interpersonal skills combined with a passion for achieving sales goals. Proven ability to deliver exceptional customer service by addressing inquiries, resolving issues, and providing information. Adept at utilizing call center software, maintaining accurate records, and meeting performance metrics.

CONTACT

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SKILLS

- Sales and Upselling
- Customer Relationship Management
- Product Knowledge
- Inbound and Outbound Call Handling
- Customer Service Excellence
- Call Centre Software Proficiency
- Time Management
- Inventory Management
- Problem-Solving
- Team Collaboration
- Merchandising

BARAKAT ATTIA

EDUCATION

Bachelor of Arabic Language: 2022
Al Azhar University, Egypt

WORK EXPERIENCE

Sales Associate 01/2024 – 02/2025
Concrete, Egypt

- Consistently exceed monthly sales targets through effective customer engagement and upselling techniques.
- Build and maintain strong customer relationships, ensuring a positive shopping experience.
- Provide in-depth product knowledge to customers, assisting them in making informed purchasing decisions.
- Address customer inquiries and resolve issues promptly, maintaining a high level of customer satisfaction.

Call Center Agent 01/2023 – 01/2023
Vodafone, Egypt

- Handle incoming customer calls, addressing inquiries, and providing information
- Make outbound calls to follow up on customer concerns or gather necessary information.
- Utilize call center software to accurately document customer interactions and update records.
- Resolve customer issues promptly and escalate complex problems to appropriate departments.
- Meet and exceed performance metrics, including call handling time and customer satisfaction.
- Collaborate with team members to share insights and best practices for improved service delivery.
- Handled a high volume of calls daily while maintaining a positive and professional demeanor.
- Participated in training sessions to stay updated on product knowledge and service procedures.

CERTIFICATES

- Customer service etiquette training Program.
- ICDL Certificate 2022

