



Mahmoud Mohamed

Date of birth: 01/02/1997

Nationality: Egyptian

Gender: Male

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ABOUT ME

Personable Lead Sales Associate skilled in executing creative sales strategy and fostering customer satisfaction. Energetic and detail-oriented. Passionate about building customer connections and maximizing sales.

EDUCATION AND TRAINING

15/06/2015 – 15/06/2020 Egypt

● **Bachelor of Commerce and Business Administration**

WORK EXPERIENCE

01/08/2015 – 01/04/2021 Cairo, Egypt

● **Membership manager** Education center

- Supported student learning objectives through personalized and small group assistance.
- Oversaw students in classroom and common areas to monitor, enforce rules, and support lead teacher.
- Supported student physical, mental, and social development using classroom games and activities.
- Distributed tests, assignments and handouts per teacher specifications.
- Developed and updated spreadsheets and databases to track, analyze, and report on performance and sales data

01/06/2022 – **CURRENT** Cairo, Egypt

● **Railway sales agent** Etisalat Egypt

- Composed and managed profitable contacts and broadened sales territories.
- Trained, coached, and mentored new sales associates for maximum performance
- Provided exceptional customer service to foster client loyalty and satisfaction.
- Answered customer questions about products and services, helped locate merchandise, and promoted key items.
- Worked closely with other departments to understand fullscope of available offerings and provide top-notch salesmanship to customers.
- Handled cash register operations and customer transactions to process payments.
- Developed and maintained knowledge of current sales and promotion
- Monitored daily sales performance and provided feedback to each team member.

LANGUAGE SKILLS

MOTHER TONGUE(S): Arabic

Other language(s):

English

Listening A2

Reading A2

Writing B1

Spoken production A2

Spoken interaction A2

German

Listening A1

Reading A1

Writing A1

Spoken production A1

Spoken interaction A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user