



Khaled Mohamed

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01/03/2001

SUMMARY

Results-driven Sales Professional with 2 years of experience at B. Tech Egypt, specializing in electronic devices sales. Skilled in customer engagement, product demonstration, and achieving sales targets. Strong knowledge of electronics (smartphones, laptops, home appliances) and a proven ability to drive revenue growth. Results-driven Call Center Agent with year and half of experience in customer service, technical support, and sales in the telecom industry. Skilled in handling high call volumes, resolving customer complaints, and promoting telecom products

EXPERIENCE

- Salesman
B. Tech - Luxor

06/2022 - 06/2024

 - Sold a wide range of electronic devices (smartphones, laptops, TVs, home appliances).
 - Assisted customers in selecting the best products based on their needs and budget.
- Salesman
Downtown - Cairo

09/2020 - 09/2021

 - Managed **in-store product demonstrations**, increasing upsell conversions by **25%**.
 - Helped launch a new product line in downtown branches, achieving **95% stock sell-through** in 2 months.
- Call Center Agent
TELECOMEGYPT Egypt- Cairo

01/2019 - 06/2020

 - Handled 50+ daily calls for inquiries, billing issues, and technical support.
 - Assisted customers with SIM activation, mobile plans, and internet packages.
- Computer Technical Skills
El Mahdi - Qena

01/2017 - 12/2018

 - Implemented a new automated system for software updates, reducing manual update time by 40% and minimizing downtime.
 - Resolved over 95% of technical support tickets within the first 24 hours, significantly improving user satisfaction.

EDUCATION

computer Science
faculty of computer science and information technology - Bachelor's degree
06/2019 - 06/2023

SKILLS

- Product Knowledge (Electronics)

Customer Relationship Management
- Microsoft Excel

Cash Handling & POS Systems
- Microsoft Office

Sales & Negotiation
- Customer Service & Support

Data Entry & Documentation

LANGUAGES

English
Arabic