



KHALED MOHAMED

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SUMMARY

Results-driven sales professional with 2 years of experience in sales and 2 years of experience as a customer service representative at Teleperformance. Skilled in identifying customer needs, delivering tailored solutions, and exceeding sales targets. Proven ability to build strong client relationships, handle complex inquiries, and provide exceptional post-sales support. Adept at working in fast-paced environments, leveraging excellent communication and negotiation skills to drive business growth and customer satisfaction.

WORK EXPERIENCE

Sales Executive at Vodafone UK in Egypt

Jul 2022 - Sep 2024

- **Lead Generation and Prospecting:** Identifying potential customers, reaching out to new leads, and building a strong pipeline through cold calls, emails, and referrals.
- **Customer Relationship Management:** Building and maintaining strong relationships with both new and existing customers. Ensuring customer needs are understood and providing solutions tailored to their preferences.
- **Sales Presentations and Demonstrations:** Presenting Vodafone products and services to potential clients, demonstrating their value, and explaining how they can meet customer needs, whether in mobile services, broadband, or business solutions.
- **Meeting Sales Targets:** Working to achieve and exceed monthly, quarterly, and annual sales targets set by Vodafone UK. Developing strategies to maximize sales opportunities and close deals.
- **Product Knowledge and Upselling:** Keeping up-to-date with Vodafone's product and service offerings and using this knowledge to upsell and cross-sell relevant solutions to customers.

Customer Service Representative at teleperformance in Egypt

Jan 2020 - Jun 2022

- Handled customer inquiries via phone, email, and chat, resolving issues with a 95% customer satisfaction rate.
- Assisted customers with product information, troubleshooting, and account management, ensuring efficient and timely resolutions.
- Processed customer orders, returns, and exchanges while maintaining accuracy and compliance with company policies.
- Utilized CRM systems to document customer interactions and track the resolution process for each case.
- Collaborated with cross-functional teams, including technical support and sales, to escalate and resolve complex customer issues.
- Conducted follow-up communications to ensure customer satisfaction and to identify potential improvement areas.
- Provided personalized solutions to customers, resulting in improved customer retention and loyalty.

EDUCATION

**Bachelor of commerce Accounting department
At Al-Azhar University year of 2022**

Oct 2018 - Jun 2022

Staff Accountant Internship at National Bank of Egypt

Aug 2019 - Oct 2019

ADDITIONAL INFORMATION

- **Technical Skills:** Proficient in Customer Relationship Management (CRM) software (Sales Force, Zendesk, Fresh desk), Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint) for handling documents, creating reports, and managing schedules, Ability to operate multi-line phone systems to handle multiple calls simultaneously, transfer calls, and manage voicemail systems, Knowledge of POS (point-of-sale) systems or billing software to process payments, manage invoices, and handle billing disputes.
- **Soft Skills:** Strong active listening skills, problem-solving and conflict resolution abilities, Empathy and patience in customer interactions, time management and multitasking, Attention to detail and accuracy and excellent verbal and written communication.
- **Languages:** Arabic, English.