

# MAHMOUD ZIDAN

## SALES REPRESENTATIVE

### Summary

A results-driven sales and customer service professional with 6 years of experience in retail and hospitality environments. Skilled in building strong relationships with customers, identifying their needs and providing personalized solutions that exceed their expectations. Proven track record of meeting and exceeding sales targets and providing exceptional customer service.

### Experience

#### SALES REPRESENTATIVE IN BORDERS UAE\_DUBA

AL\_MAYA GROUP, DUBAI | MARCH 2022 - MAY 2024

Started as a Sales Representative and quickly demonstrated strong sales skills and customer service abilities resulting in a promotion to Arabic section InCharge within 2 years.

#### PASSENGER SERVICE IN EGYPTAIR.

EGYPTAIR AIRLINES, Cairo | August 2021 - February 2022

- \* Receive transit passengers at the arrival hall to complete the procedures for completing their flights.
- \* Identify and assess customers' needs to achieve satisfaction.
- \* Build sustainable relationships and trust with customer accounts through open and interactive communication.

#### SALES REPRESENTATIVE IN GOEX

GOEX LOCAL BRAND, Cairo | January 2019 - March 2021

- \* Present, promote and sell products/services using solid arguments to existing and prospective customers.
- \* Expedite the resolution of customer problems and complaints to maximize satisfaction.
- \* Achieve agreed upon sales targets and outcomes within schedule.

### Education

#### BACHELOR IN TOURISM AND HOTELS

FUTURE ACADEMY IN EGYPT, CAIRO | Year of Graduate 2021

Bachelor of Tourism and Hotels, Department of Tourism Studies, specialization in Tourism Business Administration and Aviation Business, with a grade of very good cumulative

### Personal information

#### Name

Mahmoud Ebrahim Mahmoud Zidan

#### Birthdate

4\_JAN\_2000

#### Gender

Male

#### Residence

DUBAI\_ United Arab Emirates

#### Nationality

EGYPTIAN

### Contact

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### Relevant Skills

- \* Documentation and reporting.
- \* Complaint Resolution.
- \* Sales Expertise.
- \* Report Preparation.
- \* Customer Relations.
- \* Microsoft Oce Suite presidency.
- \* Creative Problem Solving.
- \* Strategic sales knowledge.
- \* Retail store support Stocking and Replenishing.

### Languages

- \* Arabic —Native.
- \* English —Professional.