

# Mohamed Adel Ibrahim Zaki Ali

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**ADDRESS:** Dubai UAE



## OBJECTIVE

Seeking a challenging position of **Sales** in a reputable organization to utilize my educational qualifications, professional experience and make use of my interpersonal skills to achieve the goals of the company.

## PROFESSIONAL EXPERIENCE

### SALES EXECUTIVE AT H&M 2020 - 2023 / Egypt

- Conduct market research to identify selling possibilities and evaluate customer needs
- Actively seek out new sales opportunities through cold calling, networking and social media
- Set up meetings with potential clients and listen to their wishes and concerns
- Prepare and deliver appropriate presentations on products and services
- Create frequent reviews and reports with sales and financial data

### SALES EXECUTIVE AT OPPO 2017 – 2020 / Egypt

- Ensure the availability of stock for sales and demonstrations
- Participate on behalf of the company in exhibitions or conferences
- Negotiate/close deals and handle complaints or objections
- Collaborate with team members to achieve better results
- Gather feedback from customers or prospects and share with internal teams

### CUSTOMER SERVICE AT VODAFONE 2015- 2017 Egypt

- Open and maintain customer accounts by recording account information.
- Maintain financial accounts by processing customer adjustments.
- Prepare product or service reports by collecting and analyzing customer information.
- Manage large amounts of incoming calls.
- Identify and assess customers' needs to achieve satisfaction.
- Provide accurate, valid and complete information by using the right methods/tools.
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution.
- Use telephones to reach out to customers and verify account information.
- Inform customer of deals and promotions.
- Resolve customer complaints via phone, email, mail or social media.

## EDUCATION

**Qualification:** Bachelor Of Commerce

**Subject:** Accounting

**University:** Banha (EGYPT)

**Year:** 2018

## SKILLS

### Language Skills

- **Arabic:** Mother tongue.
- **English:** Spoken, Written & Reading
- **Spanish:** Spoken, Written & Reading. (Average)

### Computer Skills

- Microsoft office (Word, Excel, ERP, Odoo, Outlook, Emails, and PowerPoint presentations)
- High Typing Speed " Arabic & English "
- Good knowledge in Using Accounting Software

## PERSONAL INFORMATION

**Nationality:** Egyptian

**Date of birth:** 05/03/1993

**Marital status:** Single

**Visa Status:** Visit Visa **Valid Till:** 15/11/2023