
MOHAMED IBRAHIM SANTBAY

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Egyptian

SALES EXECUTIVE

Dear/

I am writing to express my interest in the Sales Executive position. With a solid background in sales and customer service, combined with extensive experience in delivering exceptional customer experiences and achieving sales targets, I am confident in my ability to contribute effectively to your team.

In my previous roles, I have honed my skills in understanding customer needs, building strong relationships, and providing tailored solutions that enhance customer satisfaction and drive loyalty. I am proficient in product knowledge and effective communication, and I have a proven track record of success in both sales and customer support environments.

I am committed to continuous improvement and delivering measurable value to clients and the organization.

Thank you for considering my application. I look forward to the opportunity to discuss how my skills and experiences align with the needs of your team.

Sincerely,

Mohamed Ibrahim Santbay

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SALES EXECUTIVE

Dedicated and results-driven sales and customer service professional with extensive experience in delivering exceptional customer experiences and consistently achieving sales targets. Skilled in understanding customer needs, building strong relationships, and providing tailored solutions to enhance customer satisfaction and drive loyalty. Proficient in product knowledge, effective communication, and problem-solving, with a proven track record of success in sales and customer support environments. Committed to continuous improvement and delivering measurable value to clients and the organization.

EDUCATION

Bachelor's Degree in Computer Science

- Higher Institute of Computers and Information, Tanta August 2012 – September 2016
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EXPERIENCE

Sales Executive

☐ Tommy Hilfiger, Egypt

November 2022 – 2024

- Understand customer needs and successfully generate sales to meet targets.
- Handle various payment methods, including cash, credit cards, and vouchers.
- Maintain a professional attitude in line with company commitment and standards.
- Develop product knowledge by reviewing vendor tags and advising clients on product care.
- Utilize effective communication techniques to keep the team informed and engaged.
- Ensure high levels of customer satisfaction through exceptional sales service.
- Maintain assigned areas in an organized and presentable condition, ensuring shelves and fixtures are fully stocked.

Direct Sales Agent

☐ National Bank of Egypt, Tanta

February 2022 – September 2022

- Achieved and exceeded weekly, monthly, and yearly sales quotas as a direct sales representative.
- Researched competing products in the market to effectively position the bank's offerings.
- Demonstrated product features and benefits to potential customers.
- Contacted leads and scheduled appointments for product presentations.

Senior Sales Associate

☐ Landmark Group, Pablosky, UAE, Dubai

December 2016 – November 2021

- Assisted the store manager in ensuring smooth operations on the sales floor.
- Trained and guided team members to provide excellent customer service.
- Resolved customer complaints and addressed issues promptly to maintain satisfaction.
- Inspected inventory shipments to maintain proper stock levels and handled related paperwork for inventory transactions and damages.
- Kept daily records of store sales, deposit logs, and new hire paperwork.
- Collaborated with the store manager to achieve sales targets.
- Set up advertising displays and arranged merchandise to promote sales.
- Maintained proper inventory controls and conducted bulk counts.
- Facilitated inventory transactions as guided by senior management.
- Ensured the store was secured at closing (doors locked, alarms set, safes locked).

Sales Associate

☐ Brand House, Tanta

February 2014 – May 2016

- Welcomed customers and created a positive first impression upon their entry into the store.
- Stayed knowledgeable about the range of products and services offered by the company.
- Assisted customers in finding specific products based on their needs and preferences.
- Recommended related products to enhance the shopping experience and provide additional options.
- Explained the benefits, features, and proper usage of products to achieve the best results.
- Accepted and processed orders, operated the point-of-sale (POS) register, and handled returns.

SKILLS

- Problem-Solving Skills
- Ability to Work Under Pressure
- Teamwork
- Tact and Good Judgment
- Executing Tasks Quickly and Accurately
- Time Management
- Crisis Management Proficiency
- Leading Team Efforts Collaboratively
- Time Management.

COMPUTER SKILLS

- **Microsoft Office Suite**
 - Excel
 - Word
 - PowerPoint
 - Access
 - Visio
- **Emailing Skills**
- **Social Media Skills**

LANGUAGES

- Arabic: Native language
- English: Fluent