

# Mohamed Saad Attiatallah Ismael

Sales Team Leader



## Mobile:

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## Address:

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## About Me:

- **Date of birth:** 27<sup>th</sup> Aug. 1997
- **Gender:** Male
- **Nationality:** Egypt
- **Religion:** Islam
- **Marital Status:** Single
- **Visa Status:** Employment Visa
- **Driving License:** No
- **Languages:**
- Arabic (Native)
- English (Fluent)

## Education:

= Bachelor degree in commerce & business administration – English section – Accounting department: Asyut University, Egypt

**2017 - 2021**

**(Grade: Good) bachelor Certification.**

## Professional Summary:

Results-oriented in the field of sales, accounting, and customer service with 4+ years of experience. Strong negotiator, able to work in a very fast-paced environment and adapt to situations. Presently working as Customer service agent, understands how to solve and answer Clients' queries to ensure meeting operational goals.

## Career Objective:

To succeed in an environment of growth and excellence to earn a job which provides me job satisfaction, self-development and help me to achieve personal as well as organizational goals. To apply my knowledge, skills and hardworking ability in the field of sales, accounting, and customer service in growth taking environment by taking innovative steps and remaining flexible in approach.

## Career History:

### Technical Support Agent

2023-02

Till now

**WE Telecommunication company**

- Manage large amounts of inbound and outbound calls in a timely and precisely manner.
- Follow communication scripts when handling different topics.
- Identify customers' needs, clarify information, research every issue and provide multiple solutions and alternatives.
- Seize opportunities to upsell products when they arise.
- Build sustainable relationships and engage with customers by taking the extra mile.
- Keep records of all conversations in our call center database in a comprehensible way.

## **Certifications & Courses:**

- AC5 Accounting Course - at British Cultural Centre (BCCIT) - (2021/10/1 – 2021/11/30).
- IC3 Microsoft office & windows system Course - at British Cultural Centre (BCCIT) - (2021/10/1 – 2021/11/1).
- Financial accounting internship at Hend Helaly office for public accounting services - (2022/1/1 – 2022/12/31).

## **Skills:**

- Bilingual service representative.
- Computer & software skills.
- Negotiation.
- Problem-solving.
- Multi-tasking.
- Quick learner.
- Good listener.
- Creative thinking.
- Customer oriented.
- Understanding business's demands & conditions.
- Understanding clients.
- Communication proficiency – Written & oral.
- Time management.
- Analytical.

- Frequently attend educational seminars to improve knowledge and performance levels.
- Match team qualitative and quantitative targets and objectives.

## **Sales Team Leader**

2019-02

2023-02

**El-Masry stationery store**

- Provide exceptional customer service to foster client loyalty and satisfaction.
- Work closely with other departments to recognize a full scope of available offerings and provide top-notch salesmanship to customers.
- Achieve and exceed sales goals through dedication to identifying and pursuing new opportunities.
- Promote brand awareness and utilize took advantage of network connections to increase brand development.
- Conduct surveys of customers to understand successful sales tactics and strategize improvements in processes.

## **Technical Skills:**

- Desktop Support
- Networking
- Microsoft Office:
  - Access
  - Excel
  - Word

## **Financial Accounting Intern**

**2022-01**

**2022-12** **Hend Helaly office for public accounting services**

- Balance and submit financial reports for review, audit and approval.
- Interact with clients and obtain cost and budget information to draft and manage accounts and receivables.
- Reconciled company accounts for credit cards, employee expenses and commissions.
- Received, reviewed and verified validity and completeness of appropriation, accounting, and financial data.
- Apply self-review and analytical review techniques to proactively identify fundamental errors.

## **Sales Associate**

**2016-01**

**2019-01** **El-Masry stationery store**

- Expand company customer base and cement market presence by implementing strategic and organized sales plans.
- Refine team workflows to better capitalize on individual strengths and maximize market share.
- Report sales data to upper management for reviewing and feedback.
- Lead sales team to exceed quarterly sales goals.

### **Personal Strengths:**

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- Bilingual service representative.
- Quick learner and active listener.
- Honest, Devoted, Committed, and reliable.
- High professional integrity and team work abilities.
- Excellent communicational and soft skills (written & oral).
- Energetic and ambitious, able to meet deadlines through dedication.
- Computer multiple skills with various software, platforms, and web applications.
- Possess the ability to quickly understand and adapt to upcoming developments.
- Organizational skills organized and detail-oriented to successfully manage plans and schedules.