

Mohammed Hussein Ahmed Suleiman

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Sales Representative



Summary ...

I have more than 10 years of experience in wholesale and retail trade and I am usually responsible for direct sales to the end user of the products, and I am the link (or mediator) between wholesalers and consumers, in addition to displaying the goods in a way that attracts customers, mentioning the features of the goods and how to use them, responding to customer inquiries in full, receiving complaints and suggestions and raising them to the management to resolve them, and preparing a list of offers and prices to display them to customers.

Core Proficiencies...

- Communication Skills
- Time Management & Organization
- Attention to Detail
- Problem Solving Skills
- Negotiation Skills

Experience...

Aug2023 - Aug2025

Sales & Customer Service .. Roxy For Plastic & Metal Industries .. Egypt

Aug2020 - Aug2023

Sales Representative .. Metro Market .. Egypt

Nov2019 - Aug2020

Sales Representative .. Carrefour Market .. Egypt

Feb2014 - Nov2019

Sales Representative .. Spinneys Market .. Egypt

Job Description...

- The ideal worker for Spinneys Market
Attended regular meetings and business seminars to enhance the knowledge in selling.
- Ensured that the scheduled shipments of the products are posted on the bulletin board.
- Conducted cold visits to prospects to increase customer base.
- Familiarity with different types of products, so that I can introduce customers to their characteristics, as well as their nature and how they are manufactured.
- Building relationships and continuous communication with current and potential customers.
- Preparing and arranging any papers or documents that the customer may need to conclude agreements and contracts.
- A detailed explanation of all the company's products and services and encouraging customers to purchase them.
- Paying attention to customer problems and helping to solve them and transferring complaints and suggestions to the company's management.
- Preparing clear work plans (daily/weekly/monthly) and making periodic improvements to them.
- Understanding the individual needs and requirements of key customers, and providing customized solutions to meet these needs.
- Providing commercial offers tailored to this category of customers, and negotiating more with them on prices, in order to make them feel distinguished and satisfied.
- Providing distinguished after-sales services to key customers, solving their problems and responding to their inquiries quickly.

Training & Courses...

- ICDL
 - Difficult Customer Service Course Level 1 – 2 (Online)
 - Sales Course (How to Become a Successful Salesperson) (Online)
 - A course on e-commerce and the extent of the development of the concept of sales (Online)
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Skills...

- High ability to respond to customers appropriately and respond quickly to their requirements.
 - Ability to maintain calm and composure while working.
 - Ability to work under pressure and work long hours.
 - Possess a high ability to make the right decisions as quickly as possible.
 - I have excellent listening skills, be polite and look forward to the future in my field of work.
 - I have strong speaking skills, be tactful and quick-witted.
 - Positive in my dealings with others
 - I have experience in using technology, the Internet and all other resources that enable him to perform his tasks
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Behavioral competencies...

- Politeness and good conversation with customers, and I do not forget that I represent the face of the company I work for.
 - Communication skills and the ability to build relationships with different customers.
 - High ability to memorize and remember and not forget to mention important details about the product or service to the customer.
 - Quick wit and knowledge of the best ways to convince the customer of the product or service provided by the company.
 - Withstanding work pressures, and drawing a smile while working no matter the circumstances.
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Education...

Industrial Secondary Diploma .. Egypt

Languages ...

Arabic .. Native English. Advanced (A2)

Reference...

Available upon Request