

# MOSTAFA OSAMA

Senior Sales Executive



## PERSONAL DETAILS

United Arab Emirates (UAE)  
osamamostafa623@gmail.com, +971 50 997 4745  
Driver's license: Valid Egyptian Driving License  
Nationality: Egyptian

## PROFILE

Results-driven Sales Professional with over 10 years of progressive experience in sales coordination, customer service, and account management within both B2B and retail sectors. Proven track record in increasing sales, streamlining order processes, and enhancing customer satisfaction through effective communication and cross-functional collaboration. Adept at handling large volumes of customer orders, managing CRM systems, and preparing performance reports. Skilled in Microsoft Office and certified in ICDL, with a strong ability to thrive under pressure and meet challenging targets. Seeking to contribute expertise and energy to a dynamic sales team in a growth-focused organization.

## EMPLOYMENT

### Senior Sales Executive

May 2019 - Dec 2024

Falcon Pack – UAE

- Managing the walk-in customers experience involve floor service and help desk.
- Appropriately managing customers check out and POS cash.
- Appropriately executing floor merchandising and promotions. Complying with rules and regulations and managing the store's performance.
- Handling effectively customers complaints and issues.
- Managing storage operation. Managing stock control and movement as per demands and needs.
- Building brand awareness during interaction with customers.

### Sales Coordinator

Oct 2016 - Jan 2019

Good Seal Packing – Cairo, Egypt

- Oversaw end-to-end order management, ensuring timely processing, tracking, and delivery of customer orders.
- Acted as the central liaison between sales, logistics, warehouse, and finance to guarantee seamless execution of operations.
- Prepared accurate quotations, proposals, and order confirmations tailored to customer requirements.
- Managed CRM system updates, ensuring real-time accuracy of customer data and sales history.
- Handled high volumes of inquiries, complaints, and post-sales support with a customer-first mindset.
- Developed analytical reports on sales performance and highlighted actionable insights to management.
- Coordinated client meetings, product demonstrations, and on-site visits to drive customer engagement.
- Monitored inventory levels and collaborated with the warehouse to prevent stockouts or delays.

### Sales Associate

May 2014 - Jul 2016

Ted Baker – Cairo Festival City

- Provide exceptional customer service by greeting and assisting customers in a professional and friendly manner.
- Identify customer needs and recommend suitable products based on individual preferences, upselling where appropriate.
- Demonstrate product features and benefits to enhance customer experience and boost sales.
- Manage inventory levels effectively, ensuring accurate stock counts and coordinating with management on replenishment needs.
- Implement loss prevention techniques to minimize stock loss, ensuring the security of merchandise.
- Process customer transactions accurately and efficiently, handling payments and issuing receipts.

## Outdoor Sales Representative

May 2012 - Apr 2014

Galaxy Chocolate & Lipton Tea Distributor – Cairo, Egypt

- Executed daily field visits to introduce products, secure orders, and build strong client rapport.
- Promoted new items and seasonal offers, increasing upselling and cross-selling rates.
- Managed order processing and ensured on-time delivery through coordination with logistics.
- Provided continuous follow-up and handled any service-related issues promptly.
- Maintained detailed records of calls, visits, and customer feedback to support sales planning.

## EDUCATION

### Bachelor of Physical Education

2010

Helwan University

## PERSONAL SKILLS

Effective Communication

Work under pressure

Problem Solving

Adaptability

Leadership

Time Management

## TECHNICAL SKILLS

Microsoft Office Suite including Excel (VLOOKUP, PivotTables), Word, and PowerPoint for reporting and documentation

CRM systems such as Salesforce and Zoho for managing customer data and sales pipelines

ERP and inventory control systems for accurate stock monitoring and order processing

POS systems and billing software to ensure smooth retail operations and transaction handling

Generating data-driven reports and sales analysis to support decision-making processes

Email communication, calendar scheduling, and document sharing via Outlook and Google Workspace

ICDL with strong computer literacy and technical troubleshooting abilities

## COURSES

ICDL (International Computer Driving License)

Microsoft Office Suite Course

English Course

Cambridge training college in Cairo

## CERTIFICATES LINK

[drive.google.com/drive/folders/1MAIUuNvG7hLR3-Wc3lwFlf3nWboShknt](https://drive.google.com/drive/folders/1MAIUuNvG7hLR3-Wc3lwFlf3nWboShknt)

## LANGUAGES

English | Very Good

Arabic | Native