

# Mustafa Nasser

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🏠 Dubai, United Arab Emirates 📅 April 1, 1993 🇪🇬 Egyptian 👤 Married

Experienced Sales and Maintenance Supervisor with extensive expertise in managing teams and developing strategies to increase sales. I successfully improved maintenance team efficiency by 25% while achieving a 15% increase in sales. A professional in customer relations, maintaining satisfaction rates exceeding 95%. Capable of managing operations with high flexibility and adaptability to sudden changes. I have significant experience in developing new technicians and enhancing their technical skills, alongside technical expertise in smartphone maintenance and advanced fault diagnostics.

## Professional Experience

Aug 2022 - Present

■ **Sales and Maintenance Supervisor | Salesperson**  
**Darah Al-Khalij Mobile Phones, Kuwait**  
**Responsibilities**

- Supervising a team of 5 technicians to enhance maintenance quality and provide excellent customer service.
- Increasing maintenance operations efficiency by streamlining processes and offering continuous training.
- Developing and implementing sales strategies that contributed to revenue growth.
- Rapidly and effectively solving complex customer issues, leading to improved customer satisfaction.

■ **Worker**  
**Nestlé Egypt**  
**Responsibilities**

- Supporting production operations by working on production lines to ensure product quality and safety.
- Managing raw material inventory and monitoring the flow of finished products to the storage department.
- Committing to occupational health and safety procedures to ensure a safe working environment.
- Collaborating with other teams to meet production goals and quality requirements.

Mar 2016 - Dec 2020

■ **Salesperson**  
**OPPO, Giza and Cairo, Egypt**  
**Responsibilities**

- Achieving a monthly sales increase of 20% through customized selling strategies.
- Providing innovative solutions to customer complaints, achieving a customer satisfaction rate exceeding 95%.
- Strengthening customer relationships and enhancing their interaction with the brand through an exceptional purchasing experience.
- Coordinating with marketing teams to increase brand awareness through promotions.

2010 - 2014

■ **Sales Supervisor**  
**Edita and Egypt Foods Companies**  
**Responsibilities**

- Leading a team of 8 sales representatives to achieve monthly targets and increase revenue.
- Organizing promotional campaigns to enhance product visibility in markets and increase brand awareness.
- Training the sales team on negotiation and customer service skills, resulting in an overall team performance improvement of 15%.
- Monitoring inventory and updating offers to ensure the constant availability of demanded products.

2008 - 2010

## ■ Sales Representative

### Nestlé Egypt

#### Responsibilities

- Selling Nestlé products in targeted markets and achieving a sales increase of 10%.
- Enhancing customer relationships and improving purchasing experiences through personalized offers.
- Working to improve the presence of Nestlé products in markets by coordinating with distribution teams.
- Achieving quarterly sales targets while maintaining the highest level of customer satisfaction.

## ■ Sales Representative

### Computer Systems and Maintenance and Surveillance Camera Systems

#### Responsibilities

- Marketing and selling computer systems and surveillance cameras, leading to increased sales within a short period.
- Providing technical consultations to customers regarding the selection of systems suited to their needs, contributing to improved customer satisfaction.
- Managing maintenance operations and ensuring the technical support team responds to customer issues efficiently.
- Training customers on using new systems and providing technical support to ensure optimal use of products.

## Education

2014

## ■ Diploma in Industrial Technology

## Career Skills

- **Team Management:** Leading multifunctional teams and achieving a 15% increase in productivity through effective guidance and skill development.
- **Operational Efficiency Improvement:** Implementing new operational procedures that reduced repair time and increased operational effectiveness.
- **Advanced Customer Service:** Providing exceptional customer experiences while maintaining satisfaction rates exceeding 95% through rapid issue resolution and listening to their needs.
- **Sales Strategy Development:** Creating customized marketing and sales strategies that helped increase revenue in a short time and expand the customer base.
- **Technical Fault Diagnostics:** Extensive experience in identifying and fixing advanced mobile phone issues, reducing repair time, and improving quality.
- **Training and Development:** Training new teams on technical and sales skills, leading to increased employee efficiency and improved overall team performance.

## Personal Skills

- Team Leadership.
- Organization.
- Effective Communication.
- Flexibility.
- Problem Solving.
- Analytical Thinking.

## Software Skills

- Computer Systems.
- Surveillance Camera Systems.
- Data Management.

## Training Courses

- **Sales Skills Course from OPPO, December 2016.**

## Languages

- Arabic | Native speaker.
- English | Good.