

M O S T A F A T A W F I K

DUBAI • (971)542485841 • Mustafa.M.Tawfeek@gmail.com • <https://linkedin.com/in/MustafaTawfik94>

OBJECTIVE

Seven years full of a high level of experience as a sales and relationship manager, prosperous expertise in problem-solving and strategic thinking to improve the sales approach. Seeks a role to develop promotions, oversee earning goals, and negotiate contracts through strategic planning, analysis, communication, and interpersonal skills.

Professional Experience

QNB ALAHLI, Egypt

2022 - 2024

Acquiring Business Relationship Manager

- At this previous role my latest accomplishments at 2023 are maximizing bank profitability by achieving **\$53,000 K** yearly achievement with percentage 184% volume target with average **\$4,416 K** monthly, 237% for E-commerce quota, 180% new merchants, 172% average monthly volume per terminal, 111% active terminals.
- Implemented Salesforce to track over 6,000 prospective clients and manage 700+ existing client accounts with 900+ POS terminals.
- Contribute to increasing Acquiring market share Establish key relationships and provide the best services to merchant customers. Strengthen merchant relationship to secure larger volume business. Conduct Market research to identify competitive information on new developments in the market
- Recognized as top performer at bank's acquiring department by reaching a high level of standard performance through earning Employee of the whole year of 2023.

QNB ALAHLI, Egypt

2019 - 2022

Operation officer

- Through cross-selling bank products encompassing 160 Individual Accounts, \$97K Personal Loans, 63 Credit Cards.
- Provided comprehensive support on daily transactions to clientele deposits, transfers, withdrawals, CHQ collection.
- Meticulously monitored clients' accounts and delivered comprehensive reports to keep them up-to-date on recent developments.

AYARO REAL ESTATE, Egypt

2017-2019

Real Estate Agent

- Conducted open houses for selling properties which involved meeting prospective clients and generating leads to develop relationships that can be expanded upon for future sales.
- Generated average \$1.3M in home sales every year, with a record \$1.8M in sales in 2018.

Education

Faculty of commerce - English Section (SVU)
Bachelor's Degree in Accounting, 2017 | GPA - Good

Certifications

- Acquiring business E-Learning
- Microsoft office (Excel, Word, Power point, Outlook)
- Sales skills and persuasion skills
- Banking Accounts Principles

Hard/Soft Skills

- ▶ Critical thinking, Problem solving
- ▶ Sales forecasting, Budgeting skills
- ▶ Communication, Active listening
- ▶ Social Media Marketing
- ▶ Customer needs analysis
- ▶ Negotiation and Persuasion
- ▶ Time management
- ▶ Customer Service