



ABDALRAHMAN HIGAZI

Administratively



ABOUT ME

I am passionate and ambitious and I seek to provide my best to achieve the goals of the organisation and increase profits and Reducing costs and adapt to all the atmosphere of work under any pressure.



CONTACT ME



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TOP SKILLS



Good communication skills



Customer service



Use of the computer



Administrative



Time management skill



Developing plans and solving problems within the work environment



Teamwork



Flexibility



Withstand the work pressure



Learning and self-development



WORK EXPERIENCE

CUSTOMER SERVICE



Kenana sugar company



01/2021 - 02/2022 (1 year, 2 months)

Manage large amounts of incoming phone calls

Generate sales leads

Identify and assess customers' needs to achieve satisfaction

Build sustainable relationships and trust with customer accounts through open and interactive communication

Provide accurate, valid and complete information by using the right methods/tools

Meet personal/customer service team sales targets and call handling quotas

Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution

Keep records of customer interactions, process customer accounts and file documents

Follow communication procedures, guidelines and policies

Take the extra mile to engage customers

SALESMAN



Al Qasr Furniture



04/2023 - 07/2023 (4 months)

Present, promote and sell products/services using solid arguments to existing and prospective customers

Perform cost-benefit and needs analysis of existing/potential customers to meet their needs

Establish, develop and maintain positive business and customer relationships

Reach out to customer leads through cold calling

Expedite the resolution of customer problems and complaints to maximize satisfaction

Achieve agreed upon sales targets and outcomes within schedule

Coordinate sales effort with team members and other departments

Analyze the territory/market's potential, track sales and status reports

Supply management with reports on customer needs, problems, interests, competitive activities, and potential for new products and services.

Keep abreast of best practices and promotional trends



EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION



University of science and technology



11/2018 - 02/2023 (4 years, 3 months)

COURSES

MARKETING DEPARTMENT AND SECRETARIAL MANAGEMENT

Certificate of training and experience in marketing



Altrage center for information technology



07/2020 - 11/2020 (5 months)

DIPLOMA OF ELECTRONIC ACCOUNTING



Sudacad



07/2021 - 10/2021 (4 months)



FOREIGN LANGUAGES



Arabic (A1)

★★★★★



English (B1)

★★★