



# ABDALLAH ELSHAFEY

## MEDICAL SALES REPRESENTATIVE

### PERSONAL PROFILE

An experienced self-motivated Sales Representative with a breadth of knowledge and talents of communication and presentation skills. I have 5+ years of experience in the pharmaceutical and medical sales sector with exceptional customer relationship management experience.

### WORK EXPERIENCE

#### Sales Admin/ Call Center & Customer Care Agent

Doner Deli | Dubai, UAE | Temporary | Jun 2020 - Dec 2020

- Operated sales administrative tasks beside customers data (CRM)
- Handled customers' complaints, Supervised CRM and Inventory online system, In addition to Achieving daily required targets
- Generated orders from online portals, social media platforms, via the phone and In-Person
- Guided customers online, at the desk, and over the phone

#### Customers Relationship Management Specialist/ Sales Operations Administrator

Carpet Pro | Dubai, UAE | Oct 2019 - Jun 2020

- Supervised activities of daily operations in the warehouse
- Scheduled for drivers and maintenance of vehicles, Handled Accounting, Payroll, and all Logistics & Supplies operations
- Guided customers online, at the desk, and over the phone
- Performed daily inbound & outbound calls, Achieved required targets
- Processed orders from online portals, social media platforms, via the phone and at the desk, alongside Handled Customers' Complaints
- Generated daily pick-up & delivery schedules for the drivers

#### Medical Sales Representative/ Product Specialist

APEX Multi-APEX Pharma | Cairo, Egypt | Feb 2016 - Jun 2019

- Promoted Apilipex (Aripiprazole) Gynoconazol, Quitapex, Erastapex (Olmesartan), Esteromap (Rosuvastatin), Anarcol, and Donhimer
- Contributed to the admission of Mavilor & Moodapex into the Military Hospitals, Enlisted Quitapex in Bedaya Medical Centre
- Got 1st place in General Simulation Contest for Senior Medical Representatives in 2017 & 2018
- Was liable for planning, organizing & presenting: RTD & Group Meetings with healthcare providers
- Expanded total annual sales by 400% cumulatively across all assigned areas on EZACARD

#### Medical Sales Representative

EIPICO | Cairo Egypt | Apr 2014 - Feb 2016

- Promoted Flumox, E-moxclav, Fastflam, Silden, Minox, and Cefidime
- Enlisted Cefidime in Tabarak Hospitals
- Best Achiever of Flumox, E-moxclav, and Cefidime lines in East Cairo

#### Veterinarian & Administrator

PetsNation | Cairo Egypt | Feb 2013 - Apr 2014

### EDUCATIONAL HISTORY

#### Faculty of Veterinary Medicine, Cairo University

Bachelor's degree | Sept 2007 - Jan 2013

### CONTACT DETAILS

📞 00971562307417

📍 Dubai, United Arab Emirates

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🌐 <https://www.linkedin.com/in/abdallah-el-shafey/>

📱 Immediately available and can relocate anywhere

### SKILLS SUMMARY

- Time Management
- Communication Skills
- Presentation Skills
- Territory Management
- Selling Skills

### TRAINING RECEIVED

📖 Presentation Skills and NN Way of Selling | Apex Multi-Apex Pharma

📖 Customer Centric Interactions | Apex Multi-Apex Pharma

📖 Pharmacovigilance | Apex Multi-Apex Pharma

### LANGUAGES

Arabic: Native / Mother tongue

English: Professional/ Overall very good

### DOCUMENTS

- UAE Resident
- UAE/ GCC Valid Driving License
- Birth Date: 15/08/1989
- Egyptian Passport
- Private Car