



# Mahmoud Mohamed

## Customer Service / Sales Officer

📍 Ajman, United Arab Emirates    ✉️ madridyoda@gmail.com    ☎️ +971568147990    📅 01/08/1995

🇪🇬 Egyptian    💍 Married    👤 Male    🌐 <https://www.linkedin.com/in/mahmoud-mohieldin-2755a0217/>

### Profile

I worked in Egypt in the sales position in Cottonil EG for 1 year and then in the customer service position in Telecom Egypt for 2 years and 3 months after that I went to travel to the United Arab Emirates Dubai City there and first served as sales officer at Baba Nashos for 1 year and at Yalla Scan for 1 year as customer service manager after which the company was closed.

This is a brief explanation of my resume.

### Education

Mansoura, Egypt    **Bachelor of Arts**  
*Mansoura University*  
Documents, Libraries and Information Section

### Professional Experience

08/2015 – 08/2016    **Sales**  
Mansoura, Egypt    *Cottonil EG*

- Answered customer questions about products and services, helped locate merchandise and promoted key items.
- Listened to customer needs and desires to identify and recommend optimal products.
- Managed efficient cash register operations.
- Cleaned, closed and secured store at end of shift.

10/2017 – 12/2019    **Customer Service**  
Mansoura, Egypt    *Telecom Egypt*

- Provided primary customer support to internal and external customers.
- Answered product and service questions, suggesting other offerings to attract potential customers.
- Updated account information to maintain customer records.
- Answered customer telephone calls promptly to avoid on-hold wait times.

01/2020 – 02/2021  
Dubai, UAE

### Sales Officer

*BaBa Nachos* [📄](#)

- Forecasted sales and established processes to achieve sales objectives and related metrics.
- Directed sales support staff in administrative tasks to help sales reps close deals.
- Updated and maintained websites to drive conversion rates as well as business and consumer sales.
- Developed sales strategy based on research of consumer buying trends and market conditions.

03/2021 – 04/2022  
Dubai, UAE

### Customer Service

*Yalla Scan* [📄](#)

- Resolved concerns with products or services to help with retention and drive sales.
- Responded to customer comments and questions via LiveChat during shifts.
- Addressed customer account discrepancies and concerns.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.

## Skills

|                      |           |                              |           |
|----------------------|-----------|------------------------------|-----------|
| Complaint resolution | ● ● ● ● ● | Sales expertise              | ● ● ● ● ● |
| Report preparation   | ● ● ● ● ● | Receiving support            | ● ● ● ● ● |
| Account servicing    | ● ● ● ● ● | National accounts management | ● ● ● ● ● |

## Languages

- Arabic
- English

## Interests

- Travel
- Reading
- Basketball
- Swimming
- Football
- Gaming