

Ayman Abdelhafeez

**Sales and Customer
Service Agent**



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Career objective:

I am a hardworking, I am able to handle multiple tasks on a daily basis, I use a creative approach to problem solve, I am a dependable person who is great at time management, I am always energetic and eager to learn new skills, I have experience working as part of a team and individually, I am flexible in my working hours, being able to work evenings and weekends, I work with the team to provide imaginative solutions, I am always coming up with innovative ideas, I deliver the work in time, I am always on time for organized events, work-related or otherwise, I instill confidence in others and approach new challenges with an open mind.

Education:

(2015-2019) Al-Azhar University (Assiut Branch) Faculty of Science Geology Department.

Previous work:

- ❖ **Company name:** Etisalat Egypt.
 - ❖ **Job Position:** Sales Executive Trainee.
 - ❖ **Period:** From Jun 2017 to Sep 2017.
 - ❖ **Job description:**
 - Determining the target customers and their geographical locations.
 - Preparing the appropriate plan for selling to target customers.
 - Determining the dates of daily visits, the number of visits is at least 8 daily visits.
 - Taking evaluation from customers to control and improve sales quality.

 - ❖ **Company name:** Ghabbour Auto Group.
 - ❖ **Job Position:** Sales Executive. (Motorcycle department)
 - ❖ **Period:** From Jun 2018 to Sep 2018.
 - ❖ **Job description:**
 - The product study is a good study to prepare the appropriate plan for sale in line with the market and target customers.
 - 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.
 - Taking evaluation from customers to control and improve sales quality.
 - Continuously improve through feedback.
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- ❖ **Company name:** Al-Ealamia for Travel and Tourism.
 - ❖ **Job Position:** Customer Service Trainee.
 - ❖ **Period:** From Sep 2019 to Mar 2020.
 - ❖ **Job description:**
 - Answer and direct 20+ calls daily, with goals including ticket reservation, managing customer Trips, responding to service queries, and cancelling Trips.
 - Solve most customer problems such as cancellation of reservations and travel assistance tips with a satisfaction rate of up to 90%.

 - ❖ **Company name:** Egypt Post Authority.
 - ❖ **Job Position:** Customer Service.
 - ❖ **Period:** From Jun 2021 to Jan 2022.
 - ❖ **Job description:**
 - Answer and direct 40+ calls daily, with goals including selling plans, managing customer accounts, responding to service queries, and cancelling accounts.
 - Received a 90% average customer satisfaction rating (to date), winning “Employee of the Month” in August of 2021.
 - Able to research and manage highly complicated accounts to provide comprehensive service to customers and assist upper management.
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Skills:

Computer skills: Photoshop: (Very good), Microsoft office: (Advanced can teach others), Programing (Web Design): (HTML, CSS and started in CSS3), Posting content on YouTube: (Very good), the ability to Computer fixing: (Advanced) and the ability to quickly find on the Internet the materials for the work.

Other skills: Problem solving, Creative thinking, good sales ability, Excellent Communication Skills, Customer Service ability, Quick learning, Ability to work within a team.

Volunteer skills: AAPG AL-Azhar Assiut University Student Chapter (social media Worker).

Languages:

- Arabic: Native language tongue.
 - English: Excellent (Reading - Conversation - Writing).
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Interests: Programming, Graphic design, Technology, Travelling and Reading.

Personal Information:

- **Date of birth:** 15 / 3 / 1997. - **Nationality:** Egyptian.
- **Address:** Umm Al Quwain, United Arab Emirates.
- **Marital status:** Single.