

# MUSAB IBRAHUM HASSAN MOHAMED



## Contact

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📍 Dubai

## Personal Details

Date of Birth : 19/9/1998

Marital Status : Single

Nationality : Sudan

## Skills

Product and service understanding 80%

Consumers behavior 80%

Product understanding 80%

Team Player 80%

CRM 80%

MULTITASK 80%

Microsoft Office 80%

## Languages

Arabic

## OBJECTIVE

Competitive Telesales Executive with track record of excellence in outbound and B2B sales. Energetic telemarketer with strong commercial acumen and successes closing deals over telephone. Demonstrates in-depth product knowledge, pursuing continuous training to optimize brand representation.

## EXPERIENCE

### Zain Telecoms

2019 -

Call center Agent

2020

answer calls and respond to emails handle customer inquiries

both over the phone and by email research required information

using available resources manage and resolve customer

complaints provide customers with product and service

information enter new customer information into system

update existing customer information process orders, forms

and applications identify and escalate priority issues route

calls to appropriate resource follow up customer calls where

necessary document all call information according to

standard

operating procedures complete call logs produce call reports

### Al-Rahma Food Products Co., Ltd

2020 -

Telesales Agent

2021

Led aggressive prospecting, cold calling and networking to enhance lead generation. Fostered team approach to achieve annual sales objectives. \* Responded to prospects'

questions with

persuasive communication skills and in-depth knowledge of

available products and services. \* Handled inbound

telephone

calls from interested customers. \* Used scripted sales

strategies

to converse with customers reached by manual dialing and

automatic systems. \* Took messages and transferred calls

for

telemarketing team. \* Contributed to team efforts by

successfully

accomplishment and exceeding daily sales goals.

### Blovad Mall

13/2/2021

sales man

-

Selling products to customers and helping them provide

25/11/2021

products, services, and goods for their needs and desires.

Contracts, contracts and sales deals with customers

English language

EDUCATION

University of almam al Hadi  
Accounting  
Bechalor

2018/2019