



Ahmed Barakat

Experienced Sales Executive with Strong Management Skills and Multifaceted Expertise

Profile

Sales professional with a proven track record in the banking and marketing industries. Skilled in generating sales, delivering exceptional customer service, and driving business growth. Experienced in telesales, contact center operations, and project management. Holds a Bachelor's degree in Business Information Systems. Fluent in Arabic and English. Results-oriented, target-driven, and adept at creating new business opportunities. Strong communication and problem-solving skills. Recognized for outstanding sales performance and maintaining a quality customer portfolio.

Personal Information

+971508366806

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 Ahmed barakat

Professional skills

Proficient in Windows operating systems

★★★★☆

Microsoft Office (Word, Excel, PowerPoint, Outlook)

★★★★☆

Banking Systems (Card 400, T24, Siebel, Oracle CRM, Oasis, Vasco, Mob Pay, Fawry, Master Card Connect)

★★★★★

Core competencies

- Communication skills.
- Improved relationships with clients.
- Information management.
- Persuasive ability & Flexibility.
- Work under pressure.
- Over Target Achiever.

Employment History

Telesales Agent - Commercial international bank

October 2022 - December 2023

➤ Job description:

search for new business opportunities in local market to deliver sales, through making outbound calls/ (visits when needed) to describe bank's products, explain the benefits of these products, in relevance to customer's needs, and to answer customer's questions to increase revenues and meet set targets .

➤ Job responsibilities :

1. Selling Cash on phone Loans, Credit Cards, Supplementary cards, and credit card insurance (credit shield).
2. Achieving the monthly assigned targets.
3. Creating new business opportunities.
4. Delivering exceptional sales performance while maintaining a quality customer portfolio.

Contact Center Operations Agent - Commercial International Bank

September 2021 - October 2022

- Answering customer inquiries and handling inbound/outbound calls professionally.
- Assisting superiors in ensuring agents' awareness of new bank services and products.
- Recognized as an excellent performer consistently throughout the period.
- Resolving complaints and disputes in a courteous and professional manner.
- Analyzing customer needs and recommending potential products or services to management.

Languages

Arabic

Native

English

Fluent

My Custom Section

- Date of Birth : 18/06/1994
- Gender : Male.
- Military service : Exempted.
- Marital Status : Single.
- Nationality : Egyptian.
- Driving license : Available.

Employment History

Executive assistant to the CEO - Siwa Edu - tech

2018 - 2019

- Responsible for managing and supervising three main projects:
 - (a) Non-profit Siwa Edu tech center for training and information technology.
 - (b) The New you camp.
 - (c) JUBA Hotel.

Sales Team Leader - El Nada for Advertising and Marketing

2016 - 2018

- Responsible for pre launching of GoApp mobile application .
- Responsible for selling and providing application domains to cafes and restaurants .
- Responsible for a team of ten people and across three different areas .

Education

Bachelor of Business Information Systems (BIS) | 2020 - Helwan
University Cairo-Egypt

References

Available upon request