

AHMED ABD EL-HAMID

CONTACT

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- 📍 Dubai

SKILLS

- I am eager to acquire new skills
- Diligent worker
- Capable of efficiently managing my time
- Excellent communication, negotiation, and relationship-building skills, with the ability to connect with clients and understand their needs
- Strong self-motivation and a goal-oriented mindset, with the ability to work both independently and collaboratively within a fast-paced environment
- Adaptability to adjust sales tactics based on client feedback and evolving market demands.

LANGUAGES

- English
- Arabic

PERSONAL INFORMATION

- Birthdate : 10 / 8 / 1997
- Martial status : Single
- Military status : Exempted
- Nationality : Egyptian

TRAINING COURSES

- Excel courses on Udemy and on YouTube
- Self-study English online.
- Computer skills

PROFILE

Motivated junior accountant, sales agent, and customer service representative with a strong educational background and analytical skills, seeking an opportunity to contribute to the development and success of a reputable organization. Experienced in driving sales growth and delivering exceptional customer service through leveraging knowledge and expertise. Committed to building strong client relationships and exceeding targets through effective communication and problem-solving abilities. Passionate about sales and dedicated to achieving results to make a significant impact in a dynamic work environment.

EDUCATION

2016 - 2020

BACHELOR OF ACCOUNTING - ENGLISH SECTION

- Faculty of Commerce - Tanta University
- Grade : 75.85 %

WORK EXPERIENCE

▪ Rameda pharmaceutical co.

Pharmaceutical Sales Representative 2021 - 2024

- I held the position of advertising representative in the pharmacy team
- Presenting our products to clients and clearly articulating their value to close sales and secure long-term contracts.
- Head back to the company and let them know about the client's demands to activate drug distribution orders to pharmacies.
- Maintain working relationships with existing clients to ensure that they receive exceptional service and to identify potential new sales opportunities.
- Resolves customer complaints by investigating problems, developing solutions, preparing reports, making recommendations to management

▪ Vodafone

Customer Service Representative 2021

- Manage large amounts of incoming phone calls.
- Generate sales leads Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Provide accurate, valid, and complete information by using the right methods/tools.
- Meet personal/customer service team sales targets and call handling quotas.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits, and follow up to ensure resolution.
- Keep records of customer interactions, process customer accounts, and file documents.
- Follow communication procedures, guidelines, and policies.
- Take the extra mile to engage customers.