

# Muhammad Dessouqi

Age: 32 years old

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Email address: [dessouqi@gmail.com](mailto:dessouqi@gmail.com)

Location: Sharjah, United Arab Emirates

Education: Bachelor's Degree in Tourism, Class of 2009 Graduated from the Higher Institute for Tourism & Hotels, Cairo, Egypt.

## Summary

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Multilingual professional with + 7 years of experience in diverse fields; driven into business need by code of discipline to overcome designated plans & expectations. Outgoing and detail-oriented contributor who's resilient to build and maintain professional relationship with deep sense of teamwork and cultural sensitivity.

## Professional Experience

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### Sales Officer, Emirates NBD PJSC

Oct 2018 – Jan 2020

Dubai, United Arab Emirates

- Reach out new / existing customers for conducting sales presentations to our products & integrated services.
- Address any questions / issues customers may have offering smart solutions based on their need or raising it.
- Go the "extra mile" to meet sales quota and facilitate future sales.

### Sales & Service Advisor, Al Hilal Bank

Aug 2017 – Sep 2018

Sharjah, United Arab Emirates

- Clarifying information on given services and products.
- Research every issue comes up within financial transactions, providing solutions and alternatives.
- Seize the opportunities to sell products when they arise.

### Telesales Agent, Teleperformance

Sep 2014 – Feb 2017

Cairo, Egypt

- Identifying customer's needs by proper probing questions and assist them accordingly.
- Build sustainable relationships and engage customers by taking extra mile.
- Meeting quality assurance requirements and other key performance metrics.

### Account Executive, Middle East Media Services

Oct 2011 – Mar 2014

Cairo, Egypt

- Booking the commercial spots, handling the rotation of spots after/before and inside content.
- Keeping up with clients to make sure that booking orders go in parallel with the done deal.
- Monitoring and tracking airing reports in order to communicate missed spots with clients for reallocation.

## Training

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- Banking Sales Techniques, Emirates NBD PJSC.
- Personal Banking Essentials, Al Hilal Bank.
- Emotional Intelligence, Teleperformance.
- Commercial Media and Marketing Basics, Middle East Media Services.