



Remon Samaan

👤 Profile

Result-oriented, intelligent, organized, and motivated individual seeking an available management position or a senior position in a reputable company where 12+ years of sales, customer service, teaching and guiding experience can be put to use to identify sales opportunities through sales activation, people management, relationship development, and networking to improve sales bottom line and increase company revenue.

📁 Employment History

Tour Guide at Freelance, Dubai

January 2020 — Present

- Greeting and welcoming customers to the tour.
- Informing customers about the itinerary for each tour.
- Planning itineraries in accordance with weather forecasts and the length of each tour.
- Scheduling visits and purchasing tickets to museums, galleries, protected parks, and other attractions ahead of time, if required.
- Planning alternate activities in the event that cancellations, closures, or weather prohibit you from attending scheduled events.
- Gathering and maintaining the requisite equipment for each tour.
- Familiarizing yourself with the layout and history of the region or establishment in which you will be working.
- Familiarizing customers with each region or establishment.
- Encouraging guests to apply sunscreen regularly and to remain hydrated, if applicable.
- Directing customers to other, non-competing services that might be of interest to them.

Sales Manager at The Cambridge Institute, Dubai

October 2020 — February 2021

- Achieve growth and hit sales targets by successfully managing the sales team.
- Design and implement a strategic business plan that expands company's customer base.
- Build and promote strong, long-lasting customer relationships by partnering with them and understanding their needs.
- Consult students, discuss their needs, evaluate their level of English.
- Conduct meetings, present courses and build professional relationships with students.
- Prepare evaluation reports after each meeting.
- Support students with their learning journey.

Details

Deira, Dubai, United Arab

Date of birth

03/07/1989

Nationality

Egyptian

UAE driving license

Yes

Skills

Interpersonal Skills

Problem Solving

Decision Making

Adaptability

Creativity

Ability to Multitask

Fast Learner

Leadership Skills

Customer Service

Computer Skills

Microsoft Office

Ability to Work Under Pressure

Communication Skills

Ability to Work in a Team

Sales Executive/Tour Guide at Big Bus Tours, Dubai

November 2017 — January 2020

- Setting sales goals and developing sales strategies.
- Researching prospects and generating leads.
- Contacting potential and existing customers on the phone, per email, and in person.
- Handling customer questions, inquiries, and complaints.
- Preparing and sending quotes and proposals.
- Managing the sales process through specific software programs.
- Building and maintaining a CRM database.
- Meeting daily, weekly, and monthly sales targets.
- Participating in sales team meetings.
- Informing customers about the itinerary for each tour.
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Languages

Arabic



English

German

Italian

Spanish; Castilian

English Instructor at Berlitz Egypt

May 2016 — October 2017

- Teach basic English skills including reading, writing, and speaking.
- Compose lesson plans in order to successfully incorporate the full duration of each lesson.
- Execute lessons efficiently using different styles of teaching depending on the content.
- Engage students to ensure a lively classroom atmosphere.
- Instruct students about the structure and content of the English language.
- Teach students the spelling of words, and their meanings.
- Emphasize the rules of composition, grammar and sentence construction.
- Teach students the correct pronunciation of words.
- Teach students to think critically when studying literature and poetry.
- Teach students to analyze and question media reports, advertisements, and news reports.

Customer Service Representative at Raya Contact Centre

November 2013 — March 2016

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.

- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

Sales Executive at Fantazia Resort, Marsa Alam

October 2006 — July 2013

- organizing sales visits.
- demonstrating and presenting products.
- establishing new business.
- maintaining accurate records
- attending trade exhibitions, conferences and meetings.
- reviewing sales performance.
- negotiating contracts and packages.
- aiming to achieve monthly or annual targets.

Education

Bachelor, Cairo University, Cairo

August 2006 — September 2013

Spanish language and literature, faculty of Arts.

Courses

Graphics, Cairo University

March 2016 — May 2016