

# Mostafa Usama

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Marina, Dubai, United Arab Emirates

## PROFESSIONAL SUMMARY

Talented Sales Associate with customer service background effective at multi-tasking and maintaining a friendly attitude under pressure. Efficiently builds loyalty and long-term relationships with customers while consistently achieving individual sales goals.

Copy Customer-oriented Sales Associate with strong history of customer service and leading high-performance teams to meet or exceed objectives. Dedicated and hardworking with internal drive to deliver excellence. Tactical team builder with strong background in training and team development.

## WORK HISTORY

*10/2020 – current*

**Red Tree Real estate Company** | United Arab Emirates, Dubai.

### Sales Manger

- Lead, directed and motivated sales team to achieve and surpass predefined sales goals.
- Identifies and generates leads through networking, cold-calling and marketing, converting into key accounts.
- Manages the sales cycle from inception to execution.
- Built relationships with customers and the community to promote long term business growth.
- Excellent performance evaluations.
- Uses CRM and ERP systems to record data.
- Coordinates and leads service review meetings to ensure customer satisfaction and SLAs are being met.
- Key role in developing the team: conducting appraisals, one-to-ones, training and mentoring.

*09/2019 – 10/2020*

**Artistic Properties Company** | United Arab Emirates, Dubai.

### Property Consultant

- Consulted clients and helped them choose the best option from the available alternatives according to their requirements and budget
- Advertised about vacant properties and answered all queries of callers.
- Met corporate clients and prepared quotes for leasing property.
- Prepared all official records including sales and revenue reports for the department.
- Achieving my target every month and try hard to close many deals by convincing clients to buy.



## SKILLS

- Outstanding interpersonal skills
- People-orientated
- Retail merchandising specialist
- Technical aptitude
- Strong work ethic
- Detail-orientated
- Excellent communication skills
- Cheque processing terminal experience
- Friendly demeanour
- Staff training and development
- Superior organisation ability
- Natural leader
- Retail sales
- Merchandising
- Skilled problem solver
- Consistently meets sales goals

## EDUCATION

2015

Cairo University | Cairo  
Bachelor of Arts: Global  
Geography

2019

John Sulston Business |  
Manchester  
MBA: Business

09/2018 – 08/2019

**Black Swan Real estate Company** | United Arab Emirates, Dubai

### **Real Estate Agent**

- Maintained list of available properties and sites.
- Advertised properties for sale in Internet and publications.
- Showed properties to prospective buyers and explained about features and costs.
- Provided suggestions to clients on home renovations, market trends and mortgages.
- Mediated between seller and buyer to negotiate property price.
- Prepared purchase documents and closing documents for clients.
- Interviewed clients to obtain their house requirements and budget.
- Presented properties to clients with fair market price.
- Worked with Attorney to complete all legal aspects of purchases.

09/2016 – 08/2018

**Etisalat** | Cairo, Egypt

### **Retail Sales Executive** \* Shift Leader \*

- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Built relationships with customers to increase likelihood of repeat business.
- Prioritized helping customers over completing other routine tasks in the store.
- Engaged with customers in a sincere and friendly manner.
- Recommended merchandise to customers based on their needs and preferences.
- Responded to customer questions and requests in a prompt and efficient manner.
- Greeted customers in a timely fashion while quickly determining their needs.
- Attended monthly sales meetings and quarterly sales training.
- Met existing customers to review current services and expand sales opportunities.
- Prioritized tasks and projects to meet tight deadlines.

05/2015 - 05/2016

**Raya Electronics Co.** | Cairo, Egypt

### **Sales Executive**

- Completed company leadership training program .
- Wrote sales contracts for orders obtained and submitted orders for processing.
- Set up new accounts, established customer credit, and set up payment methods.
- Prioritized daily work flows, including all inbound calls, quotes and sales-related inquiries.

## **CERTIFICATIONS**

- Member Institute of Logistics and Transport (MILT)
- Etisalat Consumer Centric Sales training course
- Sales Manager qualification
- Adobe Certified Expert (ACE) Photoshop
- Computer Training qualifications

- Emphasized product features based on analysis of customers' needs.
- Answered customers' questions regarding products, prices and availability.
- Maintained friendly and professional customer interactions at all times.
- Kept detailed records of daily activities using online customer database.
- Negotiated prices, terms of sales and service agreements.

*05/2014 – 04/2015*

**Hilton Sharm Waterfalls Resort** | Sharm Al Sheikh, Egypt  
**Hotel Receptionist**

- Answered phone calls and in-person inquiries.
- Processed guests' check ins and outs while providing excellent Customer service.
- Offered guests something to drink as per the availability of the resources.
- Handled and resolved customer complaints and/or issues.
- Improved front-desk efficiencies while providing positive customer service.
- Assisted guests with registration in the rewards program and explain the procedures of use.

*01/2012 - 04/2014*

**Vodafone** | Cairo, Egypt

**Customer Service Representative**

- Provided incentive to increase productivity by offering employees awards for best customer service.
- Addressed and resolved customer product complaints Empathetically and professionally.
- Improved call center functionality and service capacity by resolving customer complaints efficiently and quickly.
- Prepared reports and communication for senior management and clients.
- Defused volatile customer situations calmly and courteously.
- Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment.
- Resolved service, pricing and technical problems for customers by asking clear and specific questions.