

# Sameh Gaafar



## Contact

**Address:**

Al Rigga Street, Dubai, UAE

**Phone:**

+971 (0)55 1881771

**Email:**

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## Languages

Arabic – Native

English – Fluent

## Summary

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Experienced customer service representative and retail sales executive With a demonstrated history of working in the telecommunications and Sales industries.

## Skill Highlights

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- Customer relationship
- Customer satisfaction
- Issue's multiple solution
- Microsoft Office
- Innovative
- Negotiation

## Experience

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**Retail sales executive** – Sep 2018 / Feb 2020  
**Axiom Telecom (Du franchise), Dubai**

- Assisting customers with their inquiry's needs and selling visitors, prepaid, postpaid sim cards, Mobile Phones and accessories.
- Identifying customer requirements.
- Completing each transaction in a quick and efficient manner.
- Handling the customer's complaint on spot or escalate it.
- Collect bills payment from the customers.
- Ability to clarify customers' support needs when they arrive then providing solutions or refer them to other team members.
- Providing solutions for Android mobile phone and IOS products (IPhone, IPad and MAC) technical issues.

**Technical support advisor** – Feb 2017 / Aug 2018  
**Raya contact center (Etisalat telecom), Dubai**

- Answer inquiries by clarifying the required information.
- Search, locate, and provide information.
- Troubleshoot customer's issues and solve the internet, landline, IPTV, and mobile issues.
- Providing solutions for Android mobile phone and IOS products (IPhone and IPad) technical issues.
- Handle multiple cases at one time.
- Good experience in technical support (LAN, WAN, TCP/IP, STB, DNS, DSL and ADSL) with copper and fiber optics infrastructure.

**Junior retail sales** – May 2015 / Jan 2017  
**B.Tech, Egypt**

- Greet customers and listening to their requirements to starting the selling cycle.
- Assisting customers with purchase decisions.
- Providing the products full information such as Televisions, Air conditions, Fridges, Washing machines, and Mobile Phones (details, prices, Warranty and how to use the product).

- Testing the product and educate them to use it.
- Punching the products and collecting payments.
- Handle the cash and visa payment methods.
- Making sure that customers got their purchases receipts.

### **Technical support advisor** – Feb 2011 / Apr 2015

#### **TE Data, Egypt**

- Answers inquiries by clarifying the required information.
- Search, locate, and provide information.
- Troubleshoot customer's issues and solve the internet, landline and mobile issues.
- Good experience in technical support (LAN, WAN, TCP/IP, STB, DNS, DSL and ADSL).

### **Sales executive** – June 2007 / Sep 2010

#### **Arab Radio Television, Egypt**

- Selling packages of channels and activate the subscriptions for customers in the branch.
- Configure the new STB for the customers.
- Submit orders referring to price lists and resources.

## Education

Bachelor of Commerce: **Business administration** - 2009  
**Ain Shams University, Egypt**

