

# ADEL RABIE

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## SUMMARY

B. Sc. Degree in Physical Education, Customer Service Representative Assistant & Outside sales Representative. With overall 6+ years Professional experience. Had the privilege of being employed by Orange Egypt 2+ years, Vodafone Egypt 3+ years.

## PROFESSIONAL EXPERIENCE

Vodafone Egypt (Damietta, Egypt)

*Jul 2018 – Mar 2022*

### **Assistant Store Manager**

- Telecommunication Industry experience Over 3 years of sales and basic legal knowledge related to customer service field.
- Maintaining Highest KPIs with regards to serving 300+ Customers daily.
- Enhancing team performance and maximizing customer satisfaction.
- Training and monitoring employees to promote the culture of collaboration, improvement, and consulting outside parties to resolve problems and create effective solutions.
- Maintaining professional relationships with clients to increase profitability and drive business results.
- Make a daily activity report and submit it to the manager.
- Responsible for hand over cash and transfer money to the bank.

Orange Egypt (Damietta, Egypt)

*Sept 2015 – Mar 2018*

### **Outside sales Representative**

- Sell the company's products or services to customers within my given territory.
- Sales Target; Planning, Techniques & Achievement,
- Conducts sale out in the field via face-to-face interactions with both potential and existing customers.
- Responsible for offering the best possible customer experience as well as providing hands-on explanations of any new or updated products when necessary.
- Maintain records of all sales leads and/or customer accounts.

## EDUCATION

**Damietta University** – New Damietta, Egypt

*Oct 2012 – May 2016*

**Faculty of Physical Education** – Bachelor of Physical Education Specialized in Training  
field – Football

**Graduation cumulative Grade** – Good.

## **SKILLS**

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- Proficient with Microsoft Office: Word, Excel, Outlook, PowerPoint, etc.
- Experienced in Oracle Siebel, CCAT, WinCash, and Cisco Systems.
- Can lead/Manage a department and well organized.
- Telecommunications Industry, Retail Sales, Sales Operations, Business Development, Essential sales skills, sales strategies, and sales techniques, Staff Appraisal, Front Line Leadership, Customer Satisfaction.
- Football scouts discover, evaluate, and recruit promising new players for college and professional football team in my university.

## **TRAINING COURSES**

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- Vodafone Training: CXX Customer Excellence Experience.
- Online Customer Service Course: Handling Abusive Customers.
- Online Sales Training: Practical Sales Techniques.

## **LANGUAGES**

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- Native Arabic speaker; Fluent in English, preparation study for ILETS exam.

## **INTERESTES**

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- TED Talks, Learning, Reading, and Practicing Football.