

KHALED ELSAYED ABDULLAH HUSSIEN

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CAREER HIGHLIGHTS:

- Build reputable relationship with all customer and partners.
- To work as a branch manager in a fast-paced organization where experience in performing general administrative duties will be fully utilized to ensure smooth running of company operations.
- Looking for the position of a branch manager in a dynamic organization, bringing five years of administrative experience to effectively handle company daily operations.
- Ingenious problem solver looking to obtain a challenging branch manager position, bringing exceptional ability to locate areas needed to be improved and propose corrective actions when things go wrong in the process.
- Energetic and self-motivated individual with interest in a branch manager position. Bringing exceptional planning and organizational skills to effect the operations in the company.

SKILLS:

- Excellent Knowledge of Microsoft office program, Photo shop, MS Project.
- Excellent Knowledge of (Siebel, Minsat, CRM, Fast Track, Sap) Systems.
- Advanced Internet User.

EDUCATION:

B.A OF LAW ,AIN SHAME UNIVERSITY

GRADE: GOOD

GRADUATION YEAR: 2005

CAREER PASS TRAINING:

- **10/10/2016: OPERATIONS, ADMINISTRATION, CUSTOMER SERVICES, SALES AND MARKETING'S MANAGEMENT OF TRUCKS AND TRANSPORTATION.**
 - o Planning and supervising the shipments from production to the end-user.
 - o Scheduling daily and weekly routes.
 - o Tracking orders using functional systems (e.g. barcodes and tracking software).
- **01/01/2016 SALES, CUSTOMER SERVICES, OFFSHORING, DU TELECOM PRODUCTS.**
- **21/06/2008 – 30/04/2009 Automotive sales training sponsored by Greatest Al Futtaim Group, Trading Enterprises, Dubai, UAE, Including:**
 - o The Road to the Sale, Product Knowledge, Time Management, Assuming the Sale, Isolating and Answering Objections, Negotiating, Closing the Sale, Leasing and Asking for and KEEPING Full Gross Profits.
- **21/06/2008 – 30/04/2009 HONDA Cars Technical Training, Jabil Ali, Dubai, UAE Including:**
 - o Health and Safety in the workshop, Vehicle Electrical/ Electronics, Vehicle Mechanical / Hydraulics, Heating Ventilation and Air Conditioning AND Electronic systems and manual systems, dual A/C, seat cooling and heating.
- **19/ 11/ 2006 -01/01/2007 Customer care, training sponsored by Vodafone Egypt.**
 - o Dynamic Telephone Skills and Telesales.
- **Call Center Training, Sales.**
 - o 28/08/2005 – 25/02/2006 Basic Business Skills Acquisition (BBSA), Cairo, Egypt. Sponsored by the Foundation (FG Foundation) including:

- o Berlitz English Course (from level 1 till level 10), Microsoft Office, Microsoft Project, Sales, Customer services, Banking Reporting, Business correspondence, Report writing, Presentation, leadership, projects establishment skills

CAREER HISTORY

- ***Sales Exceutive, Operation officer, accountant, branch manager at AL Bassami Transportation group company KSA 10/10/2016 – now.***

Responsibilities

- o Engaged in providing all kinds of vehicle transportation services, transportation of goods and supplies, special transportation services-VIP, in addition to providing vehicle and trucks maintenance and repair centers.
- o Plan and supervise the shipments from production to the end-user
- o Schedule daily and weekly routes
- o Track orders using functional systems (e.g. barcodes and tracking software)
- o Coordinate with Warehouse Workers to ensure proper storage and distribution of products
- o Monitor and report on transportation costs
- o Ensure shipping documents are properly filed
- o Report maintenance and repair needs for transportation vehicles and equipment
- o Research and suggest cost-effective shipping methods
- o Conduct regular safety audits on equipment
- o Organize training sessions for employees (e.g. proper use of machines and handling of hazardous material)
- o Keep organized records of vehicles, schedules and completed orders
- o Ensure compliance with company policies and shipping legislation
- o Stay up-to-date with safety regulations

- **Call center offshore with du project XceedCC call center 01/11/2015 – 01/07/2016.**

Responsibilities

- o Contact potential or existing customers to inform them about a product or service using scripts.
- o Selling Du consumer's postpaid plans for individuals.
- o Answer questions about products.
- o Ask questions to understand customer requirements and close sales.
- o Direct prospects to the field sales team when needed.
- o Enter and update customer information in the database.
- o Take and process orders in an accurate manner.
- o Handle grievances to preserve the company's reputation.
- o Go the "extra mile" to meet sales quota and facilitate future sales.
- o Keep records of calls and sales and note useful information.

- **AUTOMOTIVE SALES ADVISOR & AUTOMOTIVE SERVICE ADVISOR at AL KIFAH& KSA, January 2013 - MAY 2013.**

Responsibilities

- o SALES EXECUTIVE, CUSTOMER CARE AND SERVICES ADVISOR FOR TRAINING PERIOD OF 3 MONTH.

- **SALES & MARKETING MANAGER at Al Rasheed Agency for Publicity and Advertising& KSA, October 2011 - September 2012.**

Responsibilities

- o Contacting potential clients to establish rapport and arrange meetings.
- o Planning and overseeing new marketing initiatives.
- o Researching organizations and individuals to find new opportunities.

- o Identify potential clients in the target market and complete appropriate research on the prospective client's business and equipment needs
- o Develop relationships with prospective clients.
- o Increasing the value of current customers while attracting new ones.
- o Finding and developing new markets and improving sales.
- o Attending conferences, meetings, and industry events.
- o Developing quotes and proposals for clients.
- o Developing goals for the development team and business growth and ensuring they are met.
- o Become a subject matter expert on our business products, processes and operations, and remain up-to-date on industry news
- o Collaborate with design and production teams to ensure that the proposal matches the clients' needs.

➤ **SALES SUPERVISOR AT MASHREQ BANK, Dubai& UAE, December 2010 - August 2011.**

Responsibilities

- o Meet and exceed sales targets every month
- o Identify new business opportunities to generate opportunities
- o Leverage sales tools and resources to identify new sales leads and nurture prospect relationships
- o Collaborate with Sales Leaders

➤ **Automotive Sales Executive at TOYOTA AL NASR FOR TRADING AND DISTRIBUTION& Cairo& Egypt, DEC 2009 - APRIL 2010.**

Responsibilities

- o Greet customers and create rapport.
- o Responsible for product knowledge to answer customer questions.
- o Responsible closing deals and processing payments.
- o Responsible for customer follow-up.
- o Developing leads and referrals.
- o Create personal marketing plan.
- o Achieve monthly sales quotas.
- o Use excellent oral communication and best practices in customer service when interacting with customers.

➤ **Sales Executive at Al Futtaim Group & Trading Enterprises & Honda & Dubai, UAE, June 2008 - April 2009.**

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➤ **Customer services, customer care Executive, SMC at ECCO & RAYA & WASLA & Vodafone Egypt Telecommunication, January 2006 - May 2008**

- o Handle Customer's inquires and complaints.
- o Ensure customer delight and satisfaction.-Log customer details on the CRM.
- o Provide customer with accurate information and right solutions.-Performs other duties as assigned by management

PERSONAL INFORMAION

- o *Birth Date*: 10 September 1984.
- o *Military Status*: EXEMPT.
- o *Marital Status*: Married.
- o Driving License : Egypt, KSA.

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