



Gehad Ahmed Abo EL Fadl

Experience in customer service & sales in multinational enterprises.

Process and People-oriented with the aim of improving customer experience and increase overall satisfaction & efficiency.

Worked with global leading companies in banking, hospitality, Telecommunications, & Real estate.

PROFESSIONAL EXPERIENCE

July 2020- Mar 2021

Relationship manager at AZIZI Developments

Dubai, UAE

Industry: Real estate

CompanySize: More than 500 employees

Oct 2019 –May 2020

Property consultant at The First Group

Dubai, UAE

Industry: Real estate

CompanySize: More than 500 employees

Job Responsibilities and Details:

- Contact potential clients in the UAE and other countries in order to increase sales opportunities.
- Entering and updating clients' details into the database.
- Present the product appropriately to clients to make a sale or generate a lead.
- Maintaining and developing relationships with existing/new clients via telephone calls.
- Calling clients from the given database.
- Recording sales, correspondence, leads in internal database.

Apr 2018– Jul 2019

Property consultant at Amlak Marketing consultancy

Cairo, Egypt

Industry: Real estate

CompanySize: More than 25 employees

Job Responsibilities and Details:

- Display commercial, industrial, and residential properties to clients and explain their features.
- Present purchase offers to sellers for consideration.
- Act as an intermediary in negotiations between buyers and developers, generally representing one or the other.
- Advise clients on market conditions, prices, & legal requirements and related matters.
- Promote sales of properties through advertisements, open houses, and participation in multiple listing services.
- Accompany buyers during visits if needed and inspections of property, advising them on the suitability and value of the homes they are visiting.
- Prepare documents such as representation contracts, purchase agreements, closing statements, deeds and leases.

Nov 2017– Feb 2018

Subject matter expert at Teleperformance

Cairo,Egypt.

Industry:Telecommunication

CompanySize:Morethan1000employees

Job Responsibilities and Details:

- Have the knowledge, skills, and abilities required to perform tasks as related to the scope of practice.
- Consult with the upper management on the issues that occur during review of the nesting period.
- Fully participate from the start of the nesting development phase until the final score setting of certification.
- Increased reliability of data, decreasing errors by 80-90%.
- The company's first line of defense when it comes to solving customers' problems, escalations, & complaints.
- Apply appropriate actions to effectively resolve the agents' requests.

Jan 2017 – Oct 2017

Contact center representative at Teleperformance

Cairo, Egypt.

Industry: Telecommunications. "du"

Company Size: More than 1000 employees

Job Responsibilities and Details:

- Support and provide service via phones and e-mails.
- Use listening skills that support effective telephone communication to support the customer needs and requests.
- Apply appropriate actions to effectively resolve the customers' requests.
- Ensure client complaints are dealt with and logged in line with the company's complaints escalation policy.
- Provide a high level of customer service to clients at all times.
- Work effectively as part of a team, developing effective and supportive relationships with colleagues.
- Troubleshoot through the use of open questions, support documents and system training.

Feb 2016 – Dec 2016

Guest relation officer at intercontinental hotel

Cairo, Egypt.

Industry: Tourism & hospitality

Company Size: More than 250 employees

Job Responsibilities and Details:

- Ensuring and providing flawless, upscale, professional and high class guest service experiences.
- Analyzing customer feedback and providing strategic direction to continuously improve overall rating.
- Responding to guests needs and anticipating their unstated ones.
- Provide upscale guest service experiences for clients throughout their stay.
- Monitor daily bookings and ensure assigned rooms are prepared prior to check-in.
- Oversee check-in and check-out procedures, including reservations and financial transactions.
- Ensure special guests, like disabled people, elderly, children and VIPs, receive personalized services.
- Promote all hotel amenities, conveniences and programs offered.
- Analyze customer feedback from hotel guestbook and online reviews and suggest ways to improve ratings.

Mar 2015 – Oct 2015

Sales agent at Emirates NBD bank

Cairo, Egypt.

Industry:Banking

CompanySize:Morethan1000 employees

Job Responsibilities and Details:

- Develops new business prospects in specific geographic areas through cold calls.
- Interacts with existing customers to increase sales of the bank's products and services.
- Adjusts content of sales presentations by studying the type of sales outlet or trade factor.
- Works with customers to find what they want, create solutions and ensure a smooth sales process.
- Sell retail products, goods and services to customers.

PERSONAL DATA

Full Name: Gehad Ahmed Abo El Fadl
Date of Birth: 2nd February 1988
Nationality: Egyptian
Marital Status: Married
Location: Abu Dhabi

CONTACT INFO

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Education

- ✓ **Bachelor degree in Hebrew literature**, Cairo, Egypt
- ✓ **Port-Said school**, Cairo, Egypt

AREAS of Expertise

- Advanced in Customer Service.
- Advanced in Sales.
- Advanced in public, Employee relations.

Key skills

- Detailed oriented
- Skilled Multi-tasked
- Negotiation skills.
- Persuasive.
- Focused on customer satisfaction.