

Personal Information

Visa Status: Visit visa
Nationality: Egyptian
Birthday: 01/ 1988
Marital Status: Single
Military Status: Exempted
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Address: Al Raffa, Dubai, UAE

Job objective: Sales executive career opportunity

Personal Skills

- + Working positively in a multi-cultured environment.
- + Good verbal and written communication skills
- + Self-motivated and directed.
- + Keen attention to detail.
- + Analytical and problem-solving abilities.
- + Ability to effectively prioritize and execute tasks in a high-pressure environment.
- + Ability to work in a team-oriented, collaborative environment.
- + Strong customer-service orientation.
- + Motivated and willing to learn new things
- + Independent and self-sufficient in handling tasks

Education

- + B.Sc. degree in Computers and Systems , Ain Shams University, 2012
- + G.C.S.E, Saint Fatima Language School, (2004/2005)

Previous Work Experience

➤ **Back office, Etisalat (JAN 2018)**

- + Preparing FTs daily appointments schedule with full details
- + Updating master data file on daily basis based field supervisor's remarks on assigned schedule
- + Responsible of maintaining master file with accurate and unified remarks
- + Preparing FTs performance report on weekly basis region wise
- + Supporting and providing FTs with any required data from system
- + Closing SRs
- + Handling customer complaints
- + Escalating unresolved complaints to 2nd level support

➤ **Area Manager – Babolat (JAN 2015)**

- + Making collection calls for overdue instalments for collection and report calls productivity on a weekly basis.
- + Submitting non-collectable accounts for the direct manager.
- + Resolving customer complaints via phone & meetings.
- + Building sustainable relationships of trust through open and interactive communication.
- + Reporting in a timely manner overdue instalments collection status.
- + Performing other assigned tasks and duties necessary to support the customer service department.

➤ **Retail Sales Representative, National bank of Egypt (JAN 2014)**

- + Obtains Answer all incoming calls, respond to inquiries, take messages, screen and direct phone calls in a professional manner.
- + Collaborate with management teams to stay updated on new products, and policies.
- + Record customer information within the customer service database.
- + Engage with clients in a friendly and professional manner while actively listening to their concerns.
- + Resolve customer concerns/complaints using a professional approach.
- + Conduct follow up calls when needed.
- + Greet, assist and direct candidates/new hires/visitors and clients to the appropriate staff member.
- + Assist with office logistics including mail correspondence and meeting arrangements.
- + Maintain the visitor sign-in - Log sheet and a general filing system of correspondence, contacts and deliveries.
- + Perform general clerical duties including but not limited to filing, photocopying, and mailing as required.
- + Assist with the meeting room bookings.

- + Demonstrate a high level of professionalism in dealing with confidential and sensitive issues.
- + Handle administrative duties.
- + Perform tasks and other administrative projects as assigned.

➤ **Retail Sales Representative - Real Estate, Dar (JAN 2013)**

- + Resolves problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, following up to ensure resolution
- + Successful candidate should be able to handle all customers inquiries received timely and professionally.
- + Understanding customers' needs and identifying their problems.
- + Demonstrates a positive, enthusiastic, friendly attitude.

Training and Certificates

- + Customer Service Scholarship Certificate, Ministry of Communication and Information Technology,(2013)
- + Soft Skills Training, Wasla, (2012)
- + Internship, Financial Consultant, ACE Life, (2012)

Technical Tools

- + **Operating Systems:** MS Windows, Ubuntu
- + **Applications:** Odoo CRM, ERPNext CRM, TTS, UCMS, CIM, CBCM, Customer Locator
- + **Software:** MS Outlook, MS Excel, MS Word