

Mustafa Ezzat

Retail sale representative (Customer service) - Du - Emirates Integrated Telecommunications Company

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I am a young career driven, I have Ability to learn and work with any new fields required in a short time and ready to improve my skills in any fields the job requires. I have obtained a vast array of skills that have enabled me to face any new challenges.

Willing to relocate: Anywhere

Work Experience

Retail sale representative (Customer service)

Du - Emirates Integrated Telecommunications Company
2017 to Present

- Sell telecommunications products and services to both individuals and companies.
- Build market position by locating, developing, defining, negotiating, and closing business relationships.
- Identify, contact and build relationships with prospective customers through a combination of telephone and in-person cold calls, networking and referrals to obtain appointments.
- Leverage the CRM system to develop prospecting and sales strategy that ensures high activity and effective closing ratios.
- Design customized, cost-effective solutions for the client.
- Submit pricing and pre-qualification requests reflecting the client's requirements.
- Maintain an updated database in sales database including all activities, partners, and opportunities with their current status.

Hotel Receptionist

Front of House
2016 to 2017

To undertake front of house duties, including meeting, greeting and attending to the needs of guests, to ensure a superb customer service experience.

- To build a good rapport with all guests and resolve any complaints/issues quickly to maintain high quality customer service.
- To deal with guest requests to ensure a comfortable and pleasant stay.
- To assist in dealing with customer complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible.
- To be responsible for accurate and efficient accounts and guest billing processes.
- To assist in keeping the hotel reception area clean and tidy at all times.

Fashion Sales Representative

Egypt (MOMO)
2013 to 2015

- Sell manufactured garments, accessories, and other fashion products to fashion buyers from wholesale and retail stores
- Provide samples, catalogs, and illustrations of the company's product line
- Handle product inquiries of clients
- Enlarge client base by developing excellent customer relations

Vodafone

2010 to 2012

- Determines requirements by working with customers.
- Answers inquiries by clarifying desired information; researching, locating, and providing information.
- Fulfills requests by clarifying desired information; completing transactions; forwarding requests.
- Sells additional services by recognizing opportunities to up-sell accounts; explaining new features.

Education

Hotel Management

Alexandria University, Faculty of Tourism & Hotels

2006 to 2010

Skills

Word

Additional Information

- Completed English Diploma in British Academy.
- Arabic, English, Russian.

Software skills:

- Very good in Windows software.
- Very good in Xls, Word, all power point Pro.