



## Contact

### Phone

+971-506012035

### Email

brayo.kyrolos@gmail.com

## Education

2018

### Bachelor's degree in Mechanical Engineering

#### University/College

Arab Academy for Science,  
Technology & Maritime Transport

## skills

- Leadership and teamwork skills
- Self motivated and confident
- commitment and accepting responsibility
- creativity Problem solving
- Decision making
- time management
- Listening and communication
- Customer service

## Language

Arabic : native

English : very good

# Kyrolos Adel Saad

I exceeded 6 year experience as a customer service executive and 2 years in retail sales I am self-motivated, ambitious and eager to learn. I am a responsible individual with strong communication skills and work ethics besides being creative, focused and highly determined. I am willing to take responsibility and work independently. At the same time, I can work well in teams. I have 4 year experience as a Customer Service executive full time job after high school and 2 year experience as a Customer Service executive part time job while studying at university This experience benefited me and I developed it in my work as an engineer

## Experience

● 2020-2022

### BLUE DIAMOND company

#### Sales Engineer (R.O Plants)

- Generating high-quality sales leads
- following up after initial contact
- securing and renewing orders
- negotiating prices, completing sales, and arranging deliveries
- Researching, developing and modifying products to meet customers' technical requirements and needs.
- explain the benefits of products or services to potential customers and show how the products or services are better than the competitors

● 2017-2019

### Mohamed Hilal Group

#### Sales Executive

- Displaying enthusiasm & providing superior customer service
- Understanding customer needs and queries about products, prices and services
- Advising customers on product ranges best suited to their needs
- Achieving the sales target and focus on increasing sales by using advanced sales techniques
- Focusing on up selling/ cross selling
- Maintaining customer relationships in order to build long term brand loyalty
- Handling new launches, promotion of products and visual merchandising
- Ensuring stock replenishment at all times
- Maintaining general cleanliness, hygiene standards and visual displays
- Following all company procedures in ordering, cash handling and other common practices

● 2008 - 2012

### TE-DATA (WE) company

#### Customer Service Executive

- Answering questions about a company's products or services.
- Processing orders and transactions.
- Resolving issues and troubleshooting technical problems.
- Delivering information about a company's offerings.
- Providing proactive customer outreach.
- Handling customer complaints.
- Collecting and analyzing customer feedback.