

WESSAM MAMDOUH



Contact

Address:

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Nationality:

Egyptian

Languages

Arabic : Native Language .

English : Fluent .

Career Objective

Utilizing my experience and skills in securing a position in a competitive environment, that would there by enhance both my career and professional growth skills .

Skill Highlights

- Work to develop sales skills and work to achieve the desired target
- Highly interested in delivering the best customer service.
- Work to reach the highest investigator to satisfy the client .
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Education

Bachelor of Commerce Division of Business Administration and Management
Information Systems

Experience

Vodafone Egypt – 2001-2004

Title : Customer Service Representative .

- Inboard and outboard Customer's calls handling ,
- Answering all the Customers Inquiries with all of company Knowledge.
- Resolving and handling Customers Complain.
- Receiving and sending Emails From our Director Managers.

HSBC Bank Egypt -2007-2009

Title: Direct sales executive.

- Selling Credit Cards and Personal loans to the Clients who eligible To get it as per the bank Policy.
- Selling Either by Calls with set up date with the clients or Visiting the companies to offer my Products
- Offer to the clients all the banking Products.
- Explain all the Bank Policy to the Clients and offer all of Bank Features (ATM Machines , Internet banking and Mobile banking , etc) .

Cairo Airport international – Duty Free -2009-2013 .

Title: Senior sales Agent .

- Responsible of all the stock and items in the store including the Cashiers
- Check and receiving every items in the store in additional set the Staff Targets Either Daily or Weekly.
- Handling Customer complain and Resolving.
- Inventory all the stocks and arranging the new items.

B.Tech Egypt 2013-2019

Title: Branch Manager.

- Work to achieve the required monthly return while working to raise the rate of growth
 - Distributing the target to the team and daily follow-up of the desired target
 - Daily follow-up of the administrative work and the work of the different branch and sending a daily report to the daily and spooky investigator of the branch
 - Receive the goods for the branch and make daily, weekly and monthly inventory of Stocks .
 - Set the weekly targets for the staff and encourage them to Achieve it .
 - Maintain the Daily Selling and Performance's store and Highly Satisfaction of the our clients .
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Sharaf DG Dubai 2019-2021

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