

# Mohamed Ezzat



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## Summary

Receptive, with seven years of experience for sales & providing customers with excellent customer service and other co-workers with courtesy. Experienced with facilitating transactions and assisting with purchases, along with marketing products in a way that maximizes conversions.

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## WORK EXPERIENCE

10/2010 – Up to date...

### **Sales support Import coordinator at Miraco, Carrier Co. for Air Conditioning & Refrigeration.**

Sales tasks:



- Responsible for supply the sales of spare parts for HVAC adepts. (Commercial S.C, Maintenance, Refrigeration. Etc..
- Offering quotes to sales departments and listing spare parts including catalogues and engineering drawings.
- Provide technical support service to our sales team for commercial S.C in Egypt, Internal adepts. & customers.
- I am doing identify material requirements plan (MRP) for all Spare Parts products at SAP system.
- Plan, organize and manage the activities in Spare Parts purchasing to obtain the best quality, cost through qualified Suppliers Carrier/Non-Carrier Suppliers
- Issue & develop the forecasting for HVAC & inventory levels for sales spare parts "TOTALINE dept."
- Stock, organize and replenish inventory with accuracy and efficiency
- For new products, such: Ice Maker-Air curtain-components of Toshiba washing machine, I was involved within teamwork to study all recommended parts & get it available in our stores & sell it to after sales team.
- I monitor sales movement in TOTALINE sales showrooms to follow implementation monthly import quotations, preparing

monthly analysis to solve their issues and bring.

- Provide outstanding customer service, submitting alternative solutions
- Achieve an average of 120% of sales goals including internal sales

#### Supply chain operation:

- Responsible to follow all logistic activities to Import Spare Parts from qualified suppliers (Carrier USA/ France/ Singapore (ARCD)/ Midea in china & Non-Carrier Suppliers such as: Bitzer, Dolphin, Serck.etc...
- Follow till get official POs from HVAC internal depts. then checking the availability at SAP system for to make the decision to buy locally or import.
- Checking the factory plan for the forecasting of spares & coming shpts. and the same with vendors.
- Proceeding import orders to suppliers till getting order Acknowledgement (O/A), Packing lists (P/L) & send my shipping instructions to proceed the shipping.
- Follow-up & checking the shipping documents (Invoices, Packing Lists, B/L & Legalized docs, COO & Euro 1) to be matched 100% together to avoid any discrepancies or HELD during the clearance cycle.
- Dealing & Follow-up with forwarders agents (FWD) to obtaining the best freight rates and catch the soonest booking, shipping cycle.
- Follow-up the clearance cycle, issuance form 4 with banking team & provide our customs broker with any info or catalogs that he needs till release the shipment from customs ASAP.
- Preparing weekly, monthly logistics reports then escalating to both managers for HVAC S.C. & Sales spare parts manager.
- Follow-up the quality inspection for all materials received at Miraco W/H, then push logistics clearance team to obtaining set of complete docs and ensuring of handover operations to finance to settle the actual costs at SAP system.
- Reviewing final profit (G.M) with sales Mgr. before resume spares delivery to the internal depts., customers.

- Follow-up the account statement for main two Carrier vendors (Carrier USA, France) and non-carrier vendors if found overdue payments needed to settle to them.

#### **FINALLY:**

Assist to keep the sales volume of the year & inventory plan.

*I spent two years at the beginning of my work at the company in customer service and doing some administrative work in the residential service center*

2009 –2010

#### **Advertising Analyst, at PAN ARAB RESEARCH CENTER (PARC)**

Responsibilities:



##### *Marketing Section & advertisements collection (Teamwork)*

- I've worked with the marketing team, Moreover we have had some other tasks and activities within the company as follows:
- We were responsible to confine all ads in social media, Satellite TV (FM Radio, MPC channel... Etc.) Where the Company targets are ensuring of the timing of display as agreed by clients.

##### Graphic Design Section as a teamwork

- We are working together to bring attractive new ideas for ads and Implements them, also make 2d design. Internal & external of Organization.

##### For example:

Made Flyers, Business Cards, Brochures, Magazines, Posters, Background. I can also make some compositing motion graphic by after effect Module and editing Videos.

#### **EDUCATION**

2015 - 2020

**Bachelor Degree of Faculty of commerce,** Business Administration, Marketing division- Cairo University

2007 - 2009

**Computer & Information 2yrs,** Technical - AL Zeitoun Institute

#### **ADDITIONAL SKILLS**

##### Microsoft Office package:

Microsoft Outlook, Word, Excel, power point  
SAP System,  
Good well and selection on HAVAC Partner USA & ERCD HAVAC website,  
Programming: HTML , web graphic design

## COURSES

- ICDL Certification from IBM UNICCO Org
- Human Development from The Ministry of social solidarity-Communication skills & create CV.
- Web Design Diploma from Business Compaq Company.

Already I trained on Creation websites from A to Z by HTML language Static Website/Dynamic Page, and how to put codes JavaScript.

### Software used

Photoshop CS4 and CS5 , Illustrator CS5, Flash CS4, action script, dream weaver CS3, JavaScript

- Graphics Diploma from Russian Cultural center.

### Software used

Photoshop 3 level CS5– illustrator 2 level CS5– andesine CS5–Flash catalyst.

- After Effects CS5 Diploma from Russian Cultural Center.
- How to make a little editing video.
- Creative motion graphic.
- Remove green screen by Key light code.
- How to make slow and fast motion.
- How to put mask and effects on the layers.

- 6th English levels language from real soft center.
- Computer courses.
- Finalized a lot of training courses in "Code of Ethics " at Carrier Co.

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## LANGUAGES

Arabic	Mother tongue
English	Good working knowledge

<b>Birth Day:</b>	19 June 1985
<b>Place of Birth:</b>	Giza – Egypt
<b>Nationality:</b>	Egyptian
<b>Marital Status:</b>	Married & I've two a little boys
<b>Military Status:</b>	Exempted

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## REFERENCES

References available on request