MOHAMED ZIDAN

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Objective

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately. To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

Experience

Janaklees Languages Schools

June 2016 - Till now Teacher of English Language

Responsibilities

Teach the assigned courses in accordance with the course outlines and recommended textbooks.

A teaching program should integrate listening, speaking, reading and writing.

In a semester ,at least 3 or 4 evaluations are required in order to motivate the student to work hard during the whole year.

Vodafone UK.

May 2018 - July 2019 Customer service agent.

Responsibilities

Manage large amounts of calls in a timely manner.

help customers with complaints and queries.

give customers information about products and services,

take orders, and process returns.

Helping customers understand the products and services and answering questions about their needs.

Follow communication scats to seize upsetting and crossing selling opportunities.

Engaging with customers and diffuse and rectify complains



Shalaby Pharmacies Group.

May 2016 - May 2018 Branch Manager

Responsibilities:

- Leading my colleagues in all sales and customer services presenting.
- Management of the cosmetics Products promotion and marketing.
- Supervising the Sales and after sales services presenting.
- Preparing reports of sales and profits rates.
- Participating weekly meetings with my managers to discuss the sales analysis and growth planning.
- Follow up Daily with the owners and managemers via outlook mails.
 Achievements

I was able to Increase the Branch's revenue growth by 30% after two months from joining the company.

- Promoted to the "Branch Manager" after 3 months from joining the company.
- Consume the monthly progressive sales target for 4 sequential months.

Albeisy pharmacies Group

June 2013 - April 2016.

Sales promoter (cosmetics)

Responsibilities

Preparing the plan for increasing the income of the group.

Making monthly reports of branches sales and profits rates.

Preparing Technical and Financial Proposals for Tenders.

Making deals with companies to buy medicines for all group branch's needs.

Dealing with banks for the company's' dues payment system.

Achievements

I was able to increase the revenue by 40% in one year.

I started as a pharmacist assistant" and promoted to the "shift manager" after tow months.

I have been promoted to the sales and marketing manager after six months from joining the company.

pharmacare drugstore.

March 2012 - May 2013 Call center supervisor

Responsibilities

Managing inbound/outbound calls and customer inquiries and complains.

Identifying and assessing customers' needs to achieve satisfaction.

Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.

Keep records of customer interactions, process customer accounts and file documents.

Follow communication procedures, guidelines and policies.

Achievements

I started as a " call center advisor " and promoted to the "call center supervisor" after 5 months from joining the company.

P.L Event Company

January 2011 - February 2015 Team Leader

Responsibilities

Leading team of organizers that are responsible of welcoming and registration of conference's members.

Promotion and advertising operations for the conferences and events.

Arranging for the certificates, gifts, and print-outs that are required for every event.

Achievements:

Started as "Conference and Event Organizer" and I was promoted to "Organizing Team Leader" after 9 months from joining the company.

pharma Lodge for Medical Industries.

January 2013 - May 2015 Sales Executive

Responsibilities

Presenting the company's products to doctors and convenience them to recommend it to the patients.

Preparing for the Products promotion and marketing strategies.

Executes Sales and after sales services.

Zara Shop.

March 2007 - April 2009 Sales representative

Responsibilities:

Products promotion and marketing.

Sales and customer services operations.

Adidas.

February 2006 - January 2007 Sales Representative

Responsibilities

Products sales and marketing operations and After sales services.

Handling customer's needs and issues.

A.G CHEM Company for gas services - Egypt.

February 2004 - November 2005 Sales Representative Responsibilities

Products promotion and sales.

After sales services

Volunteering And Activities

Training Courses:

- 1. Business administration diploma at KHAN academy.
- 2. Sales representative skills at Alison course online learning academy.
- 3. Pharmaceutical OTC course at UDEMY online learning academy.
- 4. Pharmacology course at Coursera online learning academy.
- 5. Introduction of Human Anatomy at Coursera online Academy.
- 6. First Aids course at EDX online Academy.
- 7. Sales and marketing diploma at UDACITY online Academy.
- 8. Customer Service Diploma from ALISON online courses academy.
- 9. Human resources specialist diploma at M.D.C training center Alexandria.
- 10. Human resources development course at B.M.A training center Alexandria.
- 11. IELTS Preparation online course at FUTURELEARN academy.
- 12. English conversation skills courses at C.T.C academy Alexandria.
- 13. General English diploma with excellent degree at Oxford Institute-Egypt .
- 14. Amadeus GDS at "PNR, flight reservation, Hotel and car reservation, pricing itinerary and fares"

Social Activities:

- Attended Unilever Company sales skills training in Hilton plaza Hotel Alexandria April 2015.
- Attended the Organization of a conference on risk factors (heart health), July 2012.
- Attended the Organization of study (the beginning of a small project) Couture in Alexandria bibliotheca, 2008.
- Attended the organization of training seminars on human development (the development of skills of young people on civic participation) in Alexandria bibliotheca September 2007.
- Attended the organization of a party (Association for the development of the fruits of Egypt) 2010.
- Attended Organization of celebration of World Water Day in Alexandria bibliotheca.