



Asmaa Sabry El-Said

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Personal objective

I am seeking employment with a company where I can grow professionally and personally, and through which I can interact and work efficiently in a dynamic environment to prove myself. Moreover, encourages continuous improvement and development of its employees.

Education:

- University: Alexandria University.
- Faculty of Arts.
- Department: Geographic Information System
- Bachelor degree.

Practical Experience:

Company: Consolidation marine service (2021-2022)

Position: Sales agent .

Responsibilities:

- offering consolidation services by air and sea , ensuring cost-effective and secure solutions to shippers who have insufficient cargo to require their own dedicated units.
- Solving customer complaints and answering customers' questions.
- Generating new business leads and setting appointments
- Making sales presentations to prospective clients
- Negotiating shipping rates with carriers
- Managing daily shipping schedules and dispatching trucks for freight pickup
- Maintaining regular contact with existing clients to determine their daily and weekly shipping needs
- Providing responsive customer service and resolving client issues quickly and efficiently
- Ensuring that all client freight loads are shipped on time
- Following up on client referrals
- Meeting or exceeding all performance goals

- Undertake daily phone calls & visit potential clients to discuss their requirements and achieve the sales target.
- Deliver the company proposals to the customers and get to know the decision makers & to increase the customer base
- Dealing with and resolving problems and issues which arise.

Company : 180 Degrees Advertising Agency (2016_2020).

Position: Customer Service.

Responsibilities:

- Handling all the procedures of customers
- Providing responsive customer service and resolving client issues quickly and efficiently
- Meeting or exceeding all performance goals
- Undertake daily phone calls
- Deliver the company proposals to the customers and get to know the decision makers & to increase the customer base
- Dealing with our customers via phone and welcome them onsite .
- Handle client problems, answer general inquiries and complaints
- Maintain and prepare reports and feedback to the Top Management
- Any other reasonable duties which may be required by management from time to time
- High ability to analyze critical situations
- Fast response to changes in work environment

Company: Afaaq Advertising Agency (2012_2014)

Position: Marketing agent .

Responsibilities:

- Developing marketing agendas.
- Managing customer relationships
- Maintaining regular contact with existing clients
- Following up on client referrals
- Meeting or exceeding all performance goals
- Undertake daily phone calls & visit potential clients to discuss their requirements and achieve the sales target.
- Deliver the company proposals to the customers and get to know the decision makers & to increase the customer base
- Dealing with and resolving problems and issues which arise.
- Prepare and attend client meetings
- High ability to analyze critical situations
- Sticking to schedules and deadling

Computer skills:

- Windows
- Microsoft Word
- Microsoft Excel
- Internet

Languages:

- Arabic: Mother tongue.
- English: spoken (very good)
Written(very good)
Oral(very good)

Interests:

Travelling.
Reading.
Learning new Languages and Skills.

Personal details

Place of Birth : Alexandria, Egypt.
Nationality : Egyptian