



# HESHAM NAGY MAKRAM

SALES MANAGER

I seek a challenging opportunity that would enhance my personal and technical skills, interact effectively with people as a team player focusing on achieving company Goals & objective.

## • CONTACT

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## • PERSONAL INFORMATION

- **Date of Birth:** 20/12/1989
- **Marital Status:** Married
- **Military Status:** Exempted

## • SKILLS

- **Computer Skills:**
  - Excellent knowledge of computers hardware and software.
  - Very Good knowledge of Windows operating system and Microsoft office.
  - Good knowledge of computers networks.
  - Good knowledge of Photoshop and Linux operating system.
- **Language Skills:**
  - Native language : Arabic
  - Good command of both written and spoken English

## • EDUCATION

*May 2010*

- TANTA UNIVERSITY
- BACHELOR OF LAW.
- GRADE: FAIR.

## • EXPERIENCE

*From May Till Now*

**MERCHANT ACQUIRING TEAM LEADER**  
**Arab Financial Services**

*DEC 2022-April 2023*

**REGIONAL MANAGER**  
**Vivo Egypt**

*Nov 2018- 20 Nov 2022*

**SALES AREA MANAGER**  
**Oppo Egypt**

- Planning and directing the hiring and training of new supervisors and sales promoters.
- Managing and following up the work team (promoters), following up on their sales and how to increase it, as well as following up on the tasks assigned to them, whether from the human resource department or training, and following up and reviewing the daily and monthly reports
- Participate on Setting discount rates and determining price schedules.
- Overseeing local sales, promotions and campaigns.
- Tracking and analyzing sales statistics based on key quantitative metrics.
- Send daily & monthly reports .

**2016 - Oct 2017**

## **SALES SUPERVISOR**

**Oppo Egypt**

- Deal with dealers and put sales promoter in each store to sale and introduce Oppo product.
- Lead the team to reach the quality of target with up sale and cross sale.
- Opening new codes and stores, as well as appointing new sales representatives to increase sales rates in the region
- Handle dealers problems and calculate them commotions and monitor the promoters to handle customer needs , after sales and how to handle hard complains.
- Prepper adaily , weekly and monthly reports of sales and planning to improve customer satitsfaction and sales .
- send daily & monthly reports

**Jan 2011 to Jun 2016**

## **SALES SUPERVISOR**

**Fawry E-Payment**

- Follow up with all KPI`s for all co-workers to reach the target with quality
- monitoring and analyzing sales statistics based on key quantitative metrics
- Advising distributors and dealers on policies and Standard Operating Procedures (SOPs)

## **• TRAINING COURSES**

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- Advanced (selling skills) and (customer service) from (the Arab academy for Science, Technology & Maritime Transport with excellent degree).
- Certificate in the Secrets of Successful Personality from (the Canadian Training Center of Human Development) In 18/12/2011.
- Certificate in (3D Max) from (Arab Academy for Science, Technology & Maritime Transport).
- English Course from the Arab Academy for Science, Technology & Maritime Transport with Good degree.
- (ICDL) International Computer Driving License in 2011.