

 **Mohamed Shoukry Saad**

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***Career objective***

Participate effectively and efficiently in the progress of a successful organization through performing a committed and proactive standard of professional work with team working attitude and value added solutions, as well as to enhance my knowledge, competencies and career path through a professional environment which is concerned with adding values to employees by assigning advanced tasks with an overall umbrella full of mutual trust, integrity, respect and transparency that will fulfill my vision and objectives.

***Personal Information***

 Nationality : Egyptian

 Birthdates : 1/11/1977

 Gender : Male

**Military status : Exempted**

***Work Experience***

 **Present occupancy ( Senior Manager) Power Peak Group**

\*Providing transport services and international shipping business types, customs clearance and storage at the best price through international shipping lines approved. As well as general policy of the company is seeking to import and export in Egyptian market , air and sea freight for industrial and agricultural products.

\*Full logistic services and warehousing and transportation with fully economical Egyptian market measuring degrees using certified markets solutions handling big market sector accounts.

**FedEx Cooperation**

Job title : Senior sales Executive .

From : 1/7/2011

To : 1/9/2014

\*As the area sales manager with the organization ,I am responsible for on over all over view for the sales strategy of the company.

\*Analyzing the market potential as well as the profitability of different services and to develop strategies for achieving the sales targets.

\*Monitoring other marketing functions like advertising and sales promotion program.

**economic and statistic researcher**

From : 1/7/2009

To : 1/7/2011

Experienced economic/ statistical researcher and maritime analyst with a demonstrated history of working in the maritime industry , economic research and statistical analysis .

 **Etisalat Misr – Pre launch team leader**

Job title   : Senior Customer service representative

Employer   : Customer Care department

From : 1/5/2007

To : 01/2/2008

* Supports and provides superior service via phones, e-mails and faxes as a receiver and caller and follow-up on customer inquiries and complaints that is not fulfilled or resolved on queue ensuring full customer satisfaction.
* Maintains the required knowledge level of the company’s products, services, & solutions and stick to the agreed on formal information sources to ensure delivering full and accurate information to the customer.
* Follows the agreed on guidelines, policies, processes, & procedures to ensure maintaining the customer’s data confidentiality.
* Performs the necessary & right action on systems and tools in order to fulfill the customer request properly and maintain the company’s financial position.
* Use questioning, trouble shooting and listening skills that support effective telephone communication and help in solving the customer’s problems & complaints to ensure achieving the FCR target
* Cooperate with different departments to solve my team problems and follows companies’ process.
* Work on motivating my team members to raise the team work spirit.
* Developing my skills and learning curves.
* also have wider management duties such as personnel or reporting to senior management.

### Etisalat Misr Customer Experience Team Leader

### From 1/2/2008 to 1/7/2009

. Responsible of the loyalty and churn targets for high value customers across all segments/tariff plans

 (high value MORE base “consumer & corporate)

. Assist in developing and designing different loyalty programs/promotions across all segments to generate

 and stimulate revenues from targeted high value customers

. Assist in setting the CRM marketing plan for corporate and consumer MORE high value scope.

. Responsible for implementing the CRM yearly strategy and the marketing plan

. Assist in managing the consumer high value program including the customer experience

 enhancements required

. Responsible for improving all weak or noncompetitive attributes related to CRM and customer

 loyalty programs

. Responsible for proper application of segmentation across all segments

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**Conrad Cairo Hotel**

Job title : Receptionist – Senior Front desk

From : 1/2/2005

To : 1/4/2006

Employer   : Front office department

. Handling guests' checking in & checking out
Making sure that my cashier has no shortage or extra charges .
Maintaining the in house reports  .
Coordinating with different departments regarding guests' requests .
Handling telephone calls .
Meeting VIPs  .
Handling hotel keys inventory .
Handling guests orientations .
In addition to many other responsibilities was shown during the operation

**Conrad Cairo Hotel front office**

 **From1/1/2004 to1/2/2005**

. Insuring the flow and the smoothness of the main drive and the main entrance of the hotel.
. Meeting with guests upon their arrival to greet and welcome them, insuring their luggage and their

 requests are fulfilled prior to their arrival.
. Meeting with guests upon their check out to check about their stay and to report any glitch to save

 in guest's history.
. Insuring two ways of communication are taking place between reception, concierge, porters and valet hikers.
. Insuring our guests belong is well stored for their future visits.
. Insuring that all pre booked limousines are waiting for our guests at the appointed place.
. Insuring that all conrad culture services and core standards are met by Guest Services team.

Conrad Cairo Hotel Telephone operator

From 1/6/2003 to 1/1/2004

* Call and receive call from customers.
* Courteously greet the customer and give them the best customer service needed.
* Give customer’s assistance by answering their inquiries and other concerns.
* Transfer calls from to designated area or department.
* Encode and forward customer’s concerns to authorized personnel that will further assist the concern of the customer.
* Inform customers with their billing information, unpaid bills and other important concerns.

**New Aqua Sun – Tourism Company**

**Job title   : Reservation specialist - Reservation department.**

**From : 1/2/2003**

**To : 1/6/2003**

Handle in-coming tourists from various nationalities by creating traveling programs visiting Egypt, Aswan, Luxor , Alexandria and providing all Services during guest stay starting from airport pickup including meet & assist and full accommodation among five stars hotels including all entertainment, excursions and any other requirement during the full stay.

***Education***

Highest University Degree : Bachelor of business administration

 Research Field : Business administration, February 2004

 First University Degree : Commercial Studies (4 years)

 **University :** The Arab Academy for Science and Technology **(AAST)**

 **Major :** Marketing

 **Graduation year : 2004**

***Languages***

Arabic : Mother tongue

English : Excellent (reading, writing and oral)

**Qualifications Skills**

* Leadership skills, team player.
* Ability of working under pressure.
* Flexibility with any managerial updates.
* Excellent Communication Skills.
* The ability to meet and exceed targets very committed to deadlines with motivation skills.

**Previous courses :** Communication and influence skills course.

 Spanish language Course

**Computer Skills** : Operating Systems: Windows

 MS Office (Excel, PowerPoint, Word)

 Internet access.

Mini MBA (International Business)