

# Nada Magdy Khames

Phone: +20 101 543 0263 | Email: naadaamagdii86@gmail.com

## Professional Summary

Dedicated and results-driven Sales and Customer Service Specialist with a solid background in pharmaceutical sales, telesales, and client support. Proven ability to drive revenue growth, enhance customer satisfaction, and build strong client relationships. Possess strong communication, problem-solving, and sales-closing skills, with experience in high-pressure environments. Eager to contribute to a dynamic organization focused on excellence and customer-centric values.

## Core Competencies

- Strategic Sales & Lead Generation
- Customer Relationship Management (CRM)
- Complaint Resolution & Service Recovery
- B2B & B2C Communication
- Market Research & Analysis
- Sales Forecasting & Reporting
- Multilingual Communication (Arabic - Native, English - Proficient)
- ICDL Certified | Microsoft Office Suite

## Professional Experience

Modern Pharma - Sales Agent

Cairo, Egypt | 2024 - Present

- Cultivate and manage relationships with key healthcare clients to increase sales and market share.
- Present pharmaceutical products to medical professionals, ensuring compliance with industry regulations.
- Identify sales opportunities and follow through to successful deal closures.
- Conduct competitor and market analysis to adapt sales strategies.
- Deliver personalized after-sales support to reinforce customer satisfaction.

CODPARTNER - Confirmation & Sales Agent

2023 - 2024

- Engaged prospective clients through outbound communication, promoting services and securing new

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business.

- Effectively presented product value propositions and handled objections.

Egypt Post - Customer Service Agent

2022 - 2023

- Resolved customer inquiries and tracked shipments, ensuring seamless end-to-end service delivery.
- Maintained high standards of professionalism in managing customer accounts and complaints.

Ifert - Telesales Agent

2021 - 2022

- Conducted outbound sales calls and product consultations.
- Contributed to business development through customer insights and market research.
- Strengthened post-sales engagement and loyalty through effective follow-up.

Vodafone (CVM) - Telesales Agent

2021

- Promoted telecommunications services across varied markets.
- Adapted sales messaging to different customer segments to maximize conversion rates.

Accounting Office - Junior Accountant

2019 - 2020

- Prepared financial statements and tax documentation for clients.
- Reviewed financial data for accuracy and ensured timely filing of taxes.
- Supported senior accountants in budgeting and financial planning tasks.

## Education

Bachelor of Commerce - Accounting

Cairo University, Egypt | Graduated: 2019

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## **Certifications**

- ICDL Certified - YAT Learning Center
- English Proficiency - (Available upon request or test score submission)