

Gehad gamal Abdel Qader

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Alexandria-Egypt

PROFILE

Motivated customer service team member eager to streamline operating procedures to maximize team efficiency and customer satisfaction. Specializes in quality, speed and performance improvement

PERSONAL DATA

Birth Date : 20/11/1989
Nationality : Egyptian

EDUCATION

Bachelor of Arts,
Department of
Sociology

COMPUTER

Intermediate of MS Office
Programs
Use 96%

LANGUAGES

English : Very Good
Arabic : native

SKILLS

Technical
support
Customer service
Troubleshooting
Problem-solving
Communication

Time management
Conflict resolution
Training Mentorship
Team work
Professional training
Performance coaching
Reflective listening

EXPERIENCE

Sales OfficerGold's Gym, Alex Club | 6/2020 - 1/2023

Achieved a 25% increase in membership sales within the first year of starting the role. Improved customer retention rates by 30% through effective follow-up and relationship building. Implemented a new sales training program that increased the average sales per employee by 40%. Developed and maintained strong relationships with key partners and referral sources, resulting in a 20% increase in referrals.

Reception in Eagle Gym 9/2018 - 5/3020

- Maintained a record of all guests and members coming to the gym.
- Handled all incoming calls and answered the enquiries made.
- Assisted the Duty Manager in maintaining the gym.
- Administered the payments made by the members.
- Resolved all customer complaints.

sales for Steviano Real Estate Company 10/2016 - 5/2018

- Responsible for handling all out of town customers who were looking to relocate to the area.
- Part of a small team that would identify and try to flip foreclosed property opportunities.
- Helped to start and develop the firm's online marketing plan.
- Responsible for sales of existing development homes and properties.
- Often assisted team responsible for new property sales in developing marketing plans.
- Assisted in developing and executing company's social media marketing plan.

Reception in Minas Tourism Company 4/2014 - 9/2016

- Working on the front desk of the building, I greet all staff and customers. I receive and log deliveries, and answer all phone calls through the main switchboard. I am also responsible for managing meeting room diaries and set up.
- Receiving all incoming calls and ensuring their distribution to the relevant employee
- Welcoming visitors to the office and making sure they were comfortable and looked after
- Dealing with all enquiries and resolving any problems over the phone or in person