

Alia Shokry

Customer Service Representative

Heliopolis, Cairo

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Objective

Sales professional with 5+ years experience in lead generation and lead qualification, proven customer service, and communication skills to effectively fill the Sales Associate role in your company.

Education

- **Cairo University**
Bachelor Of Commerce, Business Administration In 2020

Experience

- **CIB Bank** 06/2021 -
Customer Service Representative
 - Explain products and services to customer in order to achieve sales target
 - Deliver high quality customer service and exceed satisfaction goals by reducing customer complaints
 - Follow all relevant department policies, processes, standard operating procedures and instructions so that work is carried out in a controlled and consistent manner Day-to-day Operations
- **Triumph Hotel** 1/2020 - 5/2021
Sales Manager
 - works closely with sales team managers to expand the business and establish new customers while interacting with existing customers to increase sales of an organization's products and/or services
 - Achieve sales targets and outcomes and reviewing sales performance
- **Lesmills Internationala** 12/2018 - 1/2020
Senior Sales Consultant
 - Negotiating contracts and packages
 - Working towards monthly or annual targets
 - Work closely with customers and maintain good relations
- **Gold's Gym** 12/2017 - 11/2018
Sales supervisor
 - Achieve sales targets and outcomes
 - Reviewing sales performance
 - Generate reports on new sales, target achievements, issues to the management.

Skills

- Marketing and sales
- Customer device
- Deal negotiation
- Building relationships

Computer Skills

- Microsoft Office
- Outlook
- knowledge of banking systems(CRM - T24 Core System)

Languages

- Arabic - Native language
- English - excellent at reading, writing, speaking

Personal Details

- Date of Birth : 20/02/1996
- Nationality : Egyptian
- Gender : Female
- Driving Licence : B / 4925309

Reference

- **Gouda Hussein - CIB**
Contact Center Operation Manager
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