

## Resume

### Contact Information

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# EMAN EID

## Sales, Marketing and Customer Service

### Summary

With over 7 years of experience in sales, marketing, customer service and legal admin. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits.

### Work Experience

#### Privet Business (Beauty Center owner)

Feb 20 - till now

#### Sales & Marketing Manager

Sep. 19 – Feb 20

##### *Aphrodite Spa*

- Develop and manage customers data base through sales and customer service team
- Promote Aphrodite Activities through enhancing relationships with clients
- Looking for new clients ( groups and individuals)

#### Customer Service Agent

March 19 – July 19

##### *United Salt Egypt*

- Handle the customers issuers and problems to ensure sales process are solved
- Build strong relationships with clients to ensure long term effective work environment
- Search for new customers
- Updates customers data base

#### Sales & Customer Service

Nov. 18 – Feb 19

##### *ELA VILLA Group For Travel & Marketing*

- Open new market for outdoor marketing activity
- Enhance relationships with current clients and looking for new business
- Handle groups traveling activity
- coordinates with clients, reservation and sales team

#### Sales Agent

Oct. 17 – Oct. 18

##### *Arab Travel Group*

- Develop and achieve sales target for in and outside Egypt
- Follow up on clients complains and issues to ensure excellent services

#### Sales Agent

Oct. 16 – Sep. 17

##### *Club World*

- Develop and achieve sales target for in and outside Egypt
- Follow up on clients complains and issues to ensure excellent services

### Skills

- Problem Solving, Good communication skills, Handling objections, Good negotiation skills, working under pressure, Team player

### Education

#### Bachelor of LOW

Cairo University 2013