

# CV



## Personal Data

Name	:	Ahmed abdeldaym abo allama hussien
Date of birth	:	15/4/1986
ID number	:	2700278
Nationality	:	Egyptian
Religion	:	Muslim
Marital status	:	Married
Address	:	Egypt – Luxor
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## Qualification

Bachelor of science and Education .

Diploma in Education technology.

Pre-masters in mental health.

## Experiences

- ✓ Working as sales Representative at HAMZA Group ( aquatherm ) for 7 years .
  - Conduct market surveys and identify opportunities to develop and increase sales.
  - Maximize volume and revenue in key assigned Corporate Accounts.
  - Maintain, monitor, and regularly evaluate pricing and contracts with customers to provide products and services that meet standards of quality, timeliness and cost.
  - .anAnalyzed report business results and trends on a weekly and monthly basis
  - Responsible for building the right sales forecast and develop the company portfolio based on evolving market needs.
  - Build the monthly sales plan and allocate monthly targets .
- ✓ Worked as Customer services Representative for 5 years at HAMZA Group.
  - Deal directly with customers either by telephone, electronically or face to face.
  - Respond promptly to customer inquiries.
  - Handle and resolve customer complaints.
  - Obtain and evaluate all relevant information to handle inquiries and complaints.
  - Perform customer verification.

- Process orders, forms, applications and requests.
  - Ability to listen to and empathize with customers and acknowledge their concerns.
  - Keep records of customer interactions and transactions.
  - Record details of inquiries, comments and complaints.
  - Record details of actions taken.
  - Contact customers to respond to inquiries or to notify customers of complain investigation results and any planned adjustments / actions.
  - Communicate and coordinate with internal departments.
  - Follow up on customer interactions.
- ✓ Worked as marketing Representative for 2 years at HAMZA Group.
  - ✓ Worked as Industrial safety supervisor for one year at Talat mustafa group.
  - ✓ Worked as Equipment Supervisor at Talat mustafa group for one year .
  - ✓ I have a big data of Sanitary ware dealers and plumbers.
  - ✓ I have a good relationship with alot of Sanitary ware dealers and plumbers.
  - ✓ I'm Professional in using SAP system.
  - ✓ I got ICDL.
  - ✓ I got (time managment skills) training at hamza group.
  - ✓ I got (negotation skills) training at hamza group.
  - ✓ General Coordinator of the Committee on the internet for local youth.
  - ✓ Leadership skills and the ability to communicate and deal with customers.
  - ✓ Ability to work under high stress and nervous.

## Languages

**Arabic (Mother tongue)    English ( very good speaking, reading and writing)**

**Hope My Qualifications Meet Your Requirement**