

SEIF HESHAM

CUSTOMER SERVICE REPRESENTATIVE



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Dubai



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SUMMARY

Hello, Seif Hesham, a proactive and ambitious 24-year-old individual with a strong passion for innovation and problem-solving. I am eager to contribute my fresh perspective and enthusiasm to a dynamic team, while continuously learning and growing in a professional environment.

EDUCATION

Alxeandria University

2018-2021

Graduated

Bachelor of Commerce accounting department

WORK EXPERIENCE

Customer service representative & Sales

2019-2020

Active Store

Pitches products to potential customers, presents new ones to existing customers, maintains existing customer accounts, and ensures a smooth sales process and customer satisfaction. Sales representatives generally must meet sales goals and report to their sales director .

Customer service representative & Sales

2021-2024

Aman for installment and fincal service a part of Raya Holding

Sales where fixed payments will be made regularly over a particular period of time. Taxes on installment sales are deferred until all payments are collected. In installment sales, the purchaser agrees to pay for the purchase in a series of periodic payments.

A financial services sales representative fulfills both a sales and customer service role by handling almost all client needs for your portfolio of customers. Your daily duties include advising clients on investments and related products, transferring funds, and monitoring economic trends and financial markets to provide sound advice and informed services. Rather than buying and selling on the market, you spend your time contacting current and prospective clients to introduce and recommend solutions and services, including the servicing of accounts. In addition to working with clients, your responsibilities also include working with financial analysts working on caseloads to meet sales and client targets.

SKILL

- Active Listening. Be attentive and alert to everything that the customer says.
- Empathy.
- Product Knowledge.
- Time Management
- Handling Customer.
- Business Acumen.
- Building Relationships.
- Effective Communication
- Problem solving
- Accounting
- product and market knowledge
- patience
- Adaptability

COURSESES

- INTERNATIONAL COMPUTER DRIVING LICENSE (ICDL)
- COMMERICAL EXCEL
- QUICK BOOK
- INTRDEUCATION OF FINANCIAL ACCOUNTING
- SALES REPRESENTATIVE IN AMERICAN CHAMBER OF COMMERCE