



# SALAH Khaled Salah



## Contact

### Address:

Haram district , Giza , Egypt

**Phone:** 01017987454

### Email:

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## Languages

Arabic: Mother language

English : Excellent (speaking, listening )

## Computer skills

- ✦ Excellent Microsoft office
- ✦ Internet
- ✦ Windows
- ✦ Typing skills

## Personal Skills

- ✓ Team work.
- ✓ I can work under pressure.
- ✓ Excellent communication skills
- ✓ Multi Tasking.
- ✓ Marketing and selling skills.
- ✓ Excellent English speaker.
- ✓ Customer Handling.
- ✓ Management and leadership skills.
- ✓ I am very patient and I can learn quickly.
- ✓ I can add new for work and company

## Objective

- My aim is to be more efficient, professional in my work place to add new for my company.
- I have enough skills to be one of the best in your company and i have the ability to learn more.
- I am full of energy to do the best for the company and add new to improve it.
- I will be one of best team and grow with big company like you.

## Personal data

Name: **Salah Khaled Salah**

Date of birth: **10/04/1993**

Nationality: **Egyptian**

## Education

- ✦ Bachelor Of Laws, Ain Shams University (2015)
- ✦ Studying Diploma of Private Law, Ain shams University.
- ✦ Public Relations Course at Cairo University (2015).

## Training Courses

- ➔ Leading with Innovation
- ➔ Cryptocurrency Foundations
- ➔ Outlook 2019 Essential Training
- ➔ The Cybersecurity threat Landscape
- ➔ How to Be Both Assertive and Likable
- ➔ Leading with Emotional Intelligence
- ➔ Reputation Risk Management
- ➔ Operational Excellence Foundations
- ➔ Banish Your Inner Critic to Unleash Creativity
- ➔ Introduction to Macros and VBA
- ➔ Data Analytics for Students
- ➔ How Blockchains will Change Business
- ➔ Empathy for Sales Professionals
- ➔ **Business Analysis:** Essential Facilitation and Workshop Skills
- ➔ **Marketing Tools:** The Shop 50 Digital Marketing Tools and Services

## Work experience

**Working as an Outbound telesales specialist From May 2021 until now**

**Worked as a Customer service representative in HSBC Bank (from Mar2020 to May 2021)**

- My job is related to customer service and solving various problems.
- I was responsible for answering customer inquiries by phone and help them in their requests & complaints.
- I was responsible for following up with bank clients after selling and to give solutions for their requests or complaints.

**Worked as an Account Advisor in National Bank of Egypt ( from Jun 2018 To Feb 2020 )**

- My job is related to customer service and solving various problems.
- I was responsible for answering customer inquiries by phone and help them in their requests & complaints.
- I was responsible for offering and tele selling the bank products and services such as loans, credit cards & bank apps.
- I was responsible for following up with bank clients after selling and to give solutions for their requests or complaints.
- It was a great experience to work with the best bank in Egypt and i learnt to much & I got a great knowledge of customer care.

**Worked as an Operations Officer for Egyptian Army ( from Dec 2015 To April 2018)**

- I served in army around 3 years as an officer but it was for a temporary period.
- I learnt more about leadership and handling hard situations.

**Workrd as a Branch Manager in Sugar Gifts Shops ( from Jan 2014 To Nov 2015)**

- I was responsible for operating the branch as per company policy and process. I was responsible for achieving target of shop and head office plans in sale.
- I was responsible for improving sale and staff performance.
- I was responsible for adding new ideas for the company to get more growth in my branch.
- I was responsible for solving staff issues and provide them the best atmosphere for sale.
- I was responsible for preparing staff appraisals to keep on with their performance.

**Worked as a Sales Representative in Zara Company ( From June 2012 To Jan 2014 )**

- Promote the sales of products by spotting and seizing sales opportunities
- offering alternatives solutions and suggesting add on sales in order to achieve the established sales target.
- I did big numbers and added many ideas and plans to improve sale interval.
- I was one of the highest sales in Zara.