**Curriculum Vitae**

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| * **Personal Information**      * **Name** : Ibrahim Ibrahim Mohammed Elgammal * **Gender:** Male * **Nationality:** Egyptian * **Address:** ElMahalla Elkoubra – Gharbia - Egypt * **Birthday :** 01/06/1987 * **Marital status:** Married * **Contact Information** * **Mobile :** 01112502514 * **E-Mail :** Hima.gemy0111@gmail.com |  |
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| * **Education:** |  |
| * Grade : Accepted * Major : Law * University: Tanta University * Graduation Year: 2009  |  | | --- | | * **Courses :** | | * Course in English * Course in ICDL * Course in Customer Service Skills * Course in Sales Skills. * Course in Time Management Skills | |  | |  |

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| * **Work Experiences :** |

**Companies** : 1- Etisalat Egypt. 01/ 2011 - 07/2018

2- Fawry Plus for banking service 07/2018 – 08/2021

3- Paymob Solutions. 08/2021 – 01/2024

4- Matrix club. 01/2024 - 09/2024

5- AlSalam SPD urban development 10/2024 - Current

**Position**: 1- Sales Executive & customer service in etisalat egypt

2- Store manager in fawry plus

3- Key Account Manager in Paymob for payment services

4- Senior sales executive in matrix club

5- Junior Real State in Alsalam SPD for property develop

* **Job Description:**
* Achieve Sales Target.
* Leading, directing and motivating the sales team in order to achieve the overall Prepare and give the daily production plan to the production supervisor a day in advance.
* Revising and implementing the sales strategies plans.
* Providing a professional and excellent level of customer service with existing and new customers
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.

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| * **Language Skills** |

* **Arabic**  : Native
* **English :** B2 Upper intermediate (Writing,Speaking & Reading)
* **German** : Basic

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| * **Personal and Soft Skills** |

* Excellent listening ability and superb questioning techniques.
* Always accurate and on time in completing duties
* Concentration and logical thinking.
* Good listening and understanding and perception and attitudes consciously focus.
* Self-confidence and strength of character and work under pressure and patience and restraint and not emotion.
* Flexibility and adaptability.
* Good appearance and elegance.
* The ability to cope with critical situations wisely.
* Good Communication Skills.
* Strong attention to detail. Having a keen sense of urgency