

YEHIA AZOUZ ELSAYED



Personal

- Address**
Villa 23, Neighboring 16, 10th of Ramadan City, Egypt
44637 sharkeya
- Phone number**
01112773775
- Email**
yehiaazouz90@gmail.com
- Date of birth**
20-12-1990
- Place of birth**
10th of ramadan city
- Gender**
Male
- Nationality**
Egyptian
- Marital status**
married
- Driving license**
yes

Interests

- Reading - Cycling - Swimming - Traveling - Cooking - Driving

Languages

- Arabic
- English

I am writing to apply for a position in your reputable company.

Please find attached my CV for your consideration .I would like to stress on some key qualities and skills that I have acquired during my previous education and work experience career. It includes:

- ☑ Strong Leadership & persuasiveness
- ☑ Integrity & reliability
- ☑ Time management and strong organizational skills
- ☑ Very good inter-personal and communications skills
- ☑ Accuracy and compliance I would enjoy having the opportunity to talk with you to explain my abilities and explore it's matching with your requirement.

Thank you for considering my application. I look forward to hearing from you. Yours faithfully,

Yehya Azouz

Education and Qualifications

2008-2012 Bachelor of Information Systems, Future Academy May 2008 - May 2012
Elseddiq language school, Cairo

- Qualification:
2008-2012
Bachelor of Information Systems, Future Academy Egypt Allover Grade: Fair Graduation Project:
Creating a website about history of Libya With Grade: Very Good Courses
- References:
- ICDL (2009)
- English Course in The American University in Cairo (2010)

Work experience

customer service Nov 2012 - Jul 2014
Teuf Wood, sharqia

- Responsibilities:
 - ☑ Responsible for handling all the communication with the customers by mails and phone calls and coordinate with internal departments.
 - ☑ Receiving the customer purchase orders by calls or mails and issuing the Performa invoices after checking the prices.
 - ☑ Follow up with the production departments to make sure the order will be finished on time.
 - ☑ Responsible for delivery of the goods to the customers in a good condition.
 - ☑ Check with the credit control department to make sure that we collect our dues on time.
 - ☑ Provide feedback on the efficiency of the customer service process.

Customer Service Oct 2014 - Dec 2015
Union Coating, Sharqeya

- Responsibilities:
 - ☑ Responsible for handling all the communication with the customers by mails and phone calls and coordinate with internal departments.
 - ☑ Receiving the customer purchase orders and issuing the Performa invoices after checking the prices.
 - ☑ Coordinate with the planning to make sure the order gets delivery dates that match with our commitments and our terms of agreements with each customer.
 - ☑ Follow up with the production departments to make sure the order will be finished on time.
 - ☑ Responsible for delivery of the goods to the customers in a good condition.
 - ☑ Check with the credit control department to make sure that we collect our dues on time.
 - ☑ Provide feedback on the efficiency of the customer service process.
 - ☑ Prepares and calculates product sales, invoicing, commissions, other accounting functions and set up new customers accounts.
 - ☑ Auditing financial information and preparing accounts

☒ Presenting reports, budgets, business plans and financial statements

Sales manager

Feb 2016 - Mar 2017

NATQUIC - Natco Mercedes, cairo

Responsibilities:

- ☒ Deal directly with customers by telephone, mail, face to face and coordinate with internal departments.
- ☒ Handling our customer complains, determining the cause of problem and get the best solution to solve the problem in order to achieve satisfaction.
- ☒ Support customers in all inquiries and documentations, record details of this inquiries and comments.
- ☒ Prepares and calculates product sales, invoicing, commissions, other accounting functions and set up new customers accounts.
- ☒ Auditing financial information and preparing accounts
- ☒ Presenting our products or services in a professional way and best opportunity face to face to make a sale.
- ☒ Recording sales and order information into a computer system.
- ☒ Responsible for winning new customers, reviewing our own sales performance to meet or exceed targets.
- ☒ Ensuring new hire paperwork is completed and processed
- ☒ Addressing any employment relations issues, such as work complaints and harassment allegations
- ☒ Preparing or updating employment records related to hiring, transferring, promoting, and terminating

Super visor

May 2017 - Apr 2023

Etisalat Egypt, Sharqeya 10th of ramadan city

Skills

MS Office applications	● ● ● ● ●
Internet Surfing	● ● ● ● ●
Capability to work effectively within a group.	● ● ● ● ●
Having the ability to make social relations and ot	● ● ● ● ●
- Having the ability to work under work press and	● ● ● ● ●
Self motivated, accurate and quick learner	● ● ● ● ●
Well organized and having a good sense of humor.	● ● ● ● ●

Courses

- English Course in The American University in Cairo

Sep 2009 - Jul 2010

The American University In Cairo

ICDL

Feb 2009 - Apr 2009

Future Academy In Egypt