

Amr Mohamed Saleh

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Alexandria, Egypt

Personal Info:

Date of birth	: 12/6/1988
Nationality	: Egyptian
Gender	: Male
Marital Status	: Single
Present Residence	Alexandria, Egypt
Present Position	Senior Customer Service Agent

Objectives:

I'm looking for a rewarding and challenging career where I can see how much I can handle, I want to learn and keep up with the latest ideas and updates of my field. I'd like also to get a chance to join the professionals where I can be part of a team work and where competence and challenge means everything.

Directing all operational aspects including sales, distribution, customer service, and administration in accordance with the entity's objectives.

Education:

Institution Name	: Faculty of Law, Tanta University
Degree	: License of Law
Date of Graduation	: 2009
Grade	: Fair

Language Skills:

Language	Reading	Writing	Speaking
Arabic	Native	Native	Native
English	Very Good	Very Good	Very Good

Computer Skills:

- Experienced with computers use and maintenance.
- Excellent use of Microsoft operating systems.
- Excellent use of Microsoft office applications.
- Very Good internet user and fast learner of any new software.

Training Courses and Certifications

- 2018 – OUDA: A Certificate from the Ministry of Foreign Affairs to qualify for admission of the diplomatic corps.
- 2019 - GAAS: Amadeus Basic Course.
- 2019 – GAAS: Amadeus Advanced Course.

Personal Traits:

My experience made me able to be self-dependent, organized, communicative, creative and can carry out hard work and tasks; I'm capable of dealing with different mentalities and cultures. I'm a self-motivated, initiative, capable of handling delicate situations and working under stress.

Experience

Job Title	Senior Customer Service Agent
Period	July 2022– Current
Company Name	Aman Technology (Aman Group Holding Co.)- Electronic Traffic Units
Job Description	<ul style="list-style-type: none"> ▪ Responsible for supervising activation of the one-stop service for ease of receiving service and speed of implementation. ▪ Responsible for coordinating operations of the branch. ▪ Work to grow business and customer acquisition.

Job Title	Branch Manager
Period	June 2021– July 2022
Company Name	N Mobile (Official Samsung Distributor)
Job Description	<ul style="list-style-type: none"> ▪ Responsible for overseeing and coordinating all operations of a branch. ▪ Prepare financial statements for the branch. ▪ Manage employees and lead day-to-day responsibilities. ▪ Recruit and interview new employees. ▪ Assist with customer service to ensure overall customer satisfaction. ▪ Oversee reports for budgets and financial reports. ▪ Create plans and forecasts that are built to fit future needs. ▪ Work to grow business and customer acquisition.

Job Title	Marketing Manager
Period	June 2019 – June 2021
Company Name	AMAN for Electromechanical Contracting and Supplies
Job Description	<ul style="list-style-type: none"> ▪ Consulting clients, developers & contractors for their interest through helping with designing and tendering till the end of the process. ▪ Formulating strategies and planning to secure the projects ▪ Passing proposals on to the sales team with needed information. ▪ Supervising and training staff ▪ Monitoring and chasing work progress. ▪ Writing reports and providing updates ▪ Analyzing, interpreting and presenting results. ▪ Delivering ideas and final products to clients for review. ▪ Problem solving to reach to clients satisfaction.

Job Title	Marketing Manager
Period	August 2018- June 2019
Company Name	Flow Way Company – Fire fighting
Job Description	<ul style="list-style-type: none"> ▪ To manage the sales team and to be responsible for sales, profitability of sales division ▪ Develop and deliver the business plans ▪ Develop and manage client communication tools ▪ Monitor activities of sales coordinators for deliveries. ▪ Ensure the payments come as per agreed terms from distributors. ▪ Support the distributors in marketing and deliveries. ▪ Setup the sales prices structure and targeted market sales price. ▪ Sales organization planning and development. ▪ Export and local sales development. ▪ Motivate the team to achieve set goals. ▪ Feedback to management for setting up the right pricing for the market.

Job Title	Sales Supervisor
Period	January 2017 – June 2018
Company Name	OPPO Egypt
Job Description	<ul style="list-style-type: none"> ▪ Responsible for the whole Sales inside the area also have thoughts and solutions to achieve targets also achieve the targets for new devices. ▪ Supervise and control the prices and changing the concentration of the goods to all customers in all regions and prevent any changes among customers, both in the price change. ▪ Controlling the stock at client shops. ▪ Enforce OPPO policy and rules and Carry out the promotional activities to promote OPPO products in the market. ▪ Responsible for sales volume as well as daily, weekly, and monthly reports.

Job Title	Area Sales Manager in Riyadh
Period	February 2016 – November 2016
Company Name	Khairat AL Wosta Trading and Distribution – Saudi Arabia
Job Description	<ul style="list-style-type: none"> ▪ Control over store expenses. ▪ Protect company assets. ▪ Manage overall stores standards and processes for customer service excellence, merchandise and inventory, retail operations. ▪ Ensure team participation is consistent and well managed.

Job Title	Customer Service and Ticketing Agent
Period	November 2014- January 2016
Company Name	Abo Dawood Travel Agency
Job Description	<ul style="list-style-type: none"> ▪ Handle incoming calls, fulfilling requests and requirements while working to company requirements and performance targets ▪ Help customers to use, navigate websites, and book online ▪ Help Customers to amend, cancel their bookings if needed ▪ Handle escalations and customer's problems ▪ Working with Travel-management solutions such Amadeus, Hotel suppliers ▪ Obtain and evaluate all relevant information to handle travel requests efficiently. ▪ Handle and resolve customer complaints. ▪ Direct requests and unresolved issues to the designated resource.

Job Title	Area Sales Manager
Period	February 2011 – October 2014
Company Name	P&J Company
Job Description	<ul style="list-style-type: none"> ▪ Managing, training, and providing overall guidance to the sales team of an assigned territory. ▪ Planning sales targets to be achieved by the sales team. ▪ Monitoring sales team performance ▪ Collecting customer feedback ▪ Implementing a sales management process to assist the sales team in identifying and prioritizing key customers and prospects

Job Title	Assistant Production Manager
Period	October 2009 - January 2011
Company Name	DJ Print Company
Job Description	<ul style="list-style-type: none"> ▪ Supervising manufacturing staff results by communicating job expectations; ▪ Planning, monitoring, coordinating, and enforcing systems, policies, and procedures; ▪ Products delivery; ▪ Assisting production manager.