



# Bahy Amgad Salama

## PROFESSIONAL SALES&CUSTOMER SERVICE

With a strong background in customer service and sales, I am a skilled professional with the power and skills to excel in a fast-paced work environment.

Throughout my career, I have gained comprehensive expertise in delivering exceptional customer service, exceeding sales targets, and building strong relationships with clients, I am highly experienced in providing personalized assistance to customers by actively listening to their needs and offering appropriate solutions. My excellent communication and interpersonal skills enable me to establish rapport with customers, fostering a positive and engaging atmosphere.



## SOFT SKILLS

- Excellent communication
- Active listening
- Interpersonal skills
- Problem-solving
- Adaptability
- Time management
- Negotiation skills
- Multi-Tasking
- Quick Learner

## OTHER KNOWLEDGE

- Microsoft Excel  
May , 2020
- Sales Techniques Training  
January 2023
- Customer Service Principles

## LANGUAGES

- ARABIC(Native) 
- ENGLISH 

## CONTACTO

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## WORK EXPERIENCE

### • DIRECT SALES at Abu Dhabi Commercial Bank , Egypt

December 2022 -August 2023

- Conduct direct sales activities by approaching potential customers, explaining the features and benefits of our bank's products and services, and persuading them to make a purchase or sign up for a service.
- Collect and record customer information accurately and efficiently using designated data entry systems and software.
- Assist customers with credit card applications, ensuring all required information is collected and processed accurately and in compliance with bank policies and procedures.

### • TELESALES at Amer Group Corporate

October 2020 - October 2021

- Conduct outbound sales calls to prospective customers, introducing our real estate properties and services, and persuading them to consider purchasing.
- Provide exceptional customer service by actively listening to customers, addressing their inquiries, and offering detailed information about the features, benefits, and pricing of our real estate properties.
- Maintain a strong knowledge of the real estate market, including property trends, pricing, and local regulations, to effectively communicate the value proposition of our properties.

## EDUCATION BACKGROUND

Becheclor's degree in Economic and management, Accounting department , October 6 university (Good High) July 2016 - February 2021 Activites student activty with vision at (banking department)

## HARD SKILLS

- CRM software: Experience using customer relationship management (CRM) software to manage and track customer interactions, sales activities, and performance metrics.
- Marketing knowledge: Understanding of marketing principles and strategies to effectively promote products or services to customers.