



MOSTAFA ABDELMEGED ABDELRAHMAN IBRAHIM

Sales & Customer Service Representative

Highly motivated Sales Associate with extensive customer service and sales experience. Outgoing sales professional with track record of driving increased sales, improving buying experience and elevating company profile with target market.

✉ mustafaabdelmeged3@gmail.com

☎ 0529805788

📍 Dubai

📅 13 July, 1991

WORK EXPERIENCE

Sales & Customer Service Representative

Du

06/2021 - Present

Dubai

Achievements/Tasks

- Meet and exceed all performance and sales goals/metrics
- Identify and act upon opportunities to upsell additional products and services to new and existing customers
- Create a first-class customer service experience
- Handle all customer service issues in a timely and professional manner
- Respond to all customer service inquiries about our products and services; Communicate effectively when handling customer inquiries/complaints or when communicating with service in other departments
- Consult with customers in order to determine their needs, recommend the appropriate products and services
- Keeps current with promotions, products and technology necessary to exceeding or meeting sales goals.

Representative

RAYA network service

09/2019 - 05/2021

6th October city, Egypt

Achievements/Tasks

- Serves customers by selling products and meeting customer needs.
- Services existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors.
- Adjusts content of sales presentations by studying the type of sales outlet or trade factor.
- Focuses sales efforts by studying existing and potential volume of dealers.
- Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.

EDUCATION

Bachelor in Commerce - Accounting and Auditing

University of Cairo

09/2019

SKILLS

Product Knowledge

Rapport Building

Communication Skills

Relationship Building

Interpersonal Skills

VOLUNTEER EXPERIENCE

VOLUNTEER

UAE Red Crescent

2021 - Present

PARSANAL DETAILS

Gender: Male

Nationality: Egypt

Marital Status: single

LANGUAGES

Arabic

Native or Bilingual Proficiency

English

Full Professional Proficiency

INTERESTS

Reading

Networking events

Camping