

Mahmoud Yousef Farag El-Naggar

Telesales / sales
& customer service



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📍 Dubai

📅 15/06/2000

🇪🇬 egypt

🎓 EDUCATION

Bachelor degree in commerce
Mansoura University

2018 – 2022 | Mansoura, Egypt

📖 COURSES

**Sales & Marketing , The American
University in Cairo**

Cairo, Egypt

**English course, American
University in Cairo**

Cairo, Egypt

**Computer office programs ,
Mansoura University**

Mansoura, Egypt

🌐 LANGUAGES

Arabic

English

💡 SKILLS

- Strong phone skills
- Demonstrated ability to read, write, and speak English
- Comfortable multi-tasking and prioritizing tasks without guidance
- Good communication skills
- Time management
- Active listening
- Team work
- Proficient in Microsoft Office
- Initiative and problem-solving abilities
- Self-Control
- Adaptability.

👜 PROFESSIONAL EXPERIENCE

Concentrix , Telesales

2020 – 2022 | Cairo, Egypt

- Receiving calls from customers, providing information about products and services, taking orders, responding to customer complaints, processing returns, and performing countless other activities.
- Contacting potential or existing customers to inform them about a product or service using scripts.
- Contacting potential or existing customers to inform them about a product or service using scripts.
- Asking questions to understand customer requirements and close sales.
- Direct prospects to the field sales team when needed.
- Enter and update customer information in the database..
- Take and process orders in an accurate manner.
- Handle grievances to preserve the company's reputation .
- Go the "extra mile" to meet sales quota and facilitate future sales.
- Keep records of calls and sales and note useful information.
- Cool-tempered and able to handle rejection.
- Outstanding negotiation skills with the ability to resolve
- issues and address complaints.

Partners outsourcing,Telesales

2019 – 2021 | Cairo, Egypt

- Answering questions about products or the company .
- Asking questions to understand customer requirements and close sales .
- Contacting potential or existing customers to inform them about a product or service using scripts .
- Direct prospects to the field sales team when needed
- Ability to learn about products and services and describe/explain them to prospects .
- Excellent communication and interpersonal skills .
- Cool-tempered and able to handle rejection .
- Outstanding negotiation skills with the ability to resolve issues and address complaints .