

Mohamed said

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58 El rehab St., Alexandria, Egypt

BUSINESS MANAGEMENT & ANALYSIS

Motivated and results-driven Business and accounting School graduate seeking a challenging position. Dedicated person with multi-tasking, 3 years experience in customer care as an agent and a team leader, Communication skills as I speak 3 languages Arabic, English and Spanish, Offering a strong foundation in customer care and tele.sales strategies, with a proven ability to drive efficiency, deliver successful outcomes and collaborate within cross-functional teams.

KEY COMPETENCIES

Process improvement
As a fast learner of the system

Report writing and presenting
Critical thinking skills
Excellent communication skills

Strong interpersonal skills
Proactive and self-motivated
Exceptional organisational skills

PROFESSIONAL EXPERIENCE

telesales

Oct 2023 - Present

Identify and qualify potential customers through research and effective questioning techniques. Build and maintain a pipeline of potential clients, tracking all interactions and progress in CRM software. Then close the deals with the potential clients.

Concentrix

Jan 2022 - Aug 2023

Customer care

Receiving inbound calls from the customers and effectively resolving the issue I got promoted there fast due to achieving all the targets, I was a top achiever most of the months and the top achiever for two months in a row.

freelance translator

July 2020 - Jan 2022

I was working with an lecturer in archeology and Egyptology I was translating for him in his trips in some known ancient places like the pyramids and Aswan,

EDUCATION & CERTIFICATIONS

Bachelor of accounting

Majors: cost accounting and Management
Kfr El shikh university

Degree in accounting with a final year GPA 3.6 and 3.3 GPA as a whole for the four years

EXTRACURRICULAR ACTIVITIES

President, Business Club

The knowledge academy
Telesales course. English course