

# AHMED MOSTAFA ZAKI HASSEN

## Customer service and sales Executive

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## Education

Bachelor Degree in Accounting , New Cairo university, Egypt, 2021

## Objective

Dynamic and customer-focused professional seeking a Customer Service Representative position where I can utilize my excellent communication skills, problem-solving abilities, and passion for delivering exceptional service to contribute to the company's success. Eager to leverage my experience in resolving inquiries, handling complaints, and fostering positive customer relationships to drive customer satisfaction and loyalty.

## Work Experience

### **Sales Associate**

#### **WE-Telecom/ Egypt**

September 2021 till February 2024

- Identifying and reaching out to potential customers or leads who may be interested in the company's products or services.
- Developing and nurturing relationships with both existing and potential customers.
- Listening to customers to understand their unique challenges, goals, and preferences.
- Demonstrating how the company's products or services can address customer pain points and provide value.
- delivering presentations, product demonstrations, or proposals to the clients.
- Addressing customer concerns or objections and providing persuasive responses to overcome hesitations.
- Negotiating pricing, terms, and contracts with customers to reach mutually beneficial agreements.
- Bringing the sales process to a successful conclusion by obtaining commitments from customers to purchase the company's products or services.
- Following up with customers after the sale to ensure satisfaction, address any issues, and explore opportunities for additional sales or referrals.
- Keeping accurate records of sales activities, customer interactions, and deals in progress
- Staying updated on industry trends, competitor offerings, and sales techniques to maintain a competitive edge.
- Working closely with marketing, customer service, and other departments to align sales efforts with overall business objectives.
- Setting and striving to achieve individual and team sales targets.

### **Customer Service Representative**

#### **Xceed / Egypt**

May 2019 to August 2021

- Answering customer inquiries via various channels such as phone, email, chat, or social media.
- addressing customer questions, concerns, and complaints promptly and effectively.
- providing product or service information to customers, helping them make informed decisions or troubleshoot issues.
- resolving customer problems or complaints efficiently, finding appropriate solutions to ensure customer satisfaction.
- Keeping accurate records of customer interactions, transactions, inquiries, and complaints is essential for tracking trends and providing better service in the future.
- Providing support to customers before, during, and after purchases, ensuring a positive overall experience.
- upselling additional products or services to customers.
- Adhering to company policies and procedures regarding customer interactions, confidentiality, and data protection.
- Staying updated on product knowledge, industry trends, and customer service best practices to better serve customers.
- Working closely with other departments such as sales, marketing, and technical support to address customer needs effectively.

## Relevant Skills

- Excellent Communication Skills
- Problem-Solving
- Adaptability
- Time Management
- Product Knowledge
- Product Knowledge
- Conflict Resolution
- Attention to Detail
- Teamwork
- Excellent Command of computer skills
- Reporting skills

## Languages

Arabic : Mother Tongue

English: Very good

## Personal information

Nationality: Egyptian.

Visa status: Visit visa.

Date of Birth: 30-June-1997

Marital Status: Single.

References: Will be provided upon request