



ESLAM MOHAMED KHALIFA

Customer service and salesmarketing

Khalifae576@gmail.com

Address :Abudhabi

Phone number : 0559223914

PROFILE SUMMARY

I seek self-realization in a successful business through cooperation with work team

work team and under successful

management that aspires to the best, as I have experience in the field of customer service, sales and marketing for years through multiple jobs from which I gained responsibility, as attached to you.

EDUCATION

Faculty of Law, Bani swef University

• Graduation: 2015

• Grade: Good

SKILLS

- Problem Solving
- Good communication
- Flexibility

LANGUAGE SKILLS

- Arabic : Mother tongue
- English: Good command of both written and spoken

COMPUTER SKILLS

- Excellent Knowledge of Microsoft Office
- Excellent knowledge of Surfing Internet
- Excellent knowledge of Hardware.

WORK EXPERIENCE

Samsung company | minya branch

Seller of mobile phones and devices

From 8 oct 2021 to sep 2024

*Talking to customers working to convince them

*Selling products inside the branch ,and working to achieve the required target

• Alahli BANK of kuwait – cairo sales and marketing credit card

Upper Egypt and cairo Aug 2019 to Aug 2021

- Monitor and understand customer needs and requirements.
- Completing sales operations and achieving the required sales percentage.
- Cooperating and participating with the work team to build a strong network of relationships and complete sales operations.

Telecome egypt | cairo branch

Customer service

agent in cairo branch january 2017 to july 2019

- Immediate response to customer inquiries
- Maintaining records of communication with customers, their transactions, comments and complaints .
- Providing the appropriate solution about the customer service process.

PROFESSIONAL SKILL

- Flexibility
- Problem Solving
- Good listening
- patience
- Commitment
- Administration
- Good speaking
- Teamwork

ACTIVITIES

October 2010 till Now :

- Workshop by: Dr. Alaa Hasaballah for "How to make CV, How to pass interview" provided by USAID.
- free young family member Faculty of Beni-suef University .

TRAINING

1. turn Microsoft office 2003, 2007, 2010 summa supported regional Federation of associations in Minya.
2. the human development cycle and life skills with a degree of Assiut businessmen association between 25-6-13-17-7-2013.
3. get the ICDL certificate of building society for community development.
4. get the course leaders and youth cadres SIDC for comprehensive development between 11-7-2011 to 15-7-2011.
5. . get a political course between 19-11-2012 to 21-11-2012.
6. get a course on HIV AIDS conscious initiative between 8-4-13-12-4-13.
7. get CONVERSATION session of regional association for NGOs in Minia.
8. get PHOTOSHOP CS2 cycle of Arabic Academy of development in Minya.
9. a member of the international network of YPEER Network in Egypt "youth peer education network ".

PRACTICAL SKILLS

1. Proficiency in communication skills and providing appropriate solutions to problems.
2. Ability to arrange and organize tasks.
3. Patience when dealing with difficult problems.
4. Good understanding of the organization's activity and industry.
5. Paying attention to the details of the customer's experience and understanding the evolution of its stages to provide practical solutions and useful information of interest to him.
6. Persuasion skills and their use in the organized selling process carried out by the sales representative, whether internal or external.
7. The ability to use active and encouraging language that motivates the client to take a positive step.

HOBBIES



Sports



reading



travel

ABOUT ME

Date of Birth: Jan 25th, 1994.

Gender: Male.

Nationality: Egyptian.

Marital Status: Married

Military service : Service performer.



CamScanner

