

Belal Elsaeed Abdo Hassanin

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Date of Birth: 17 June 1998

Address: 11 Al-FazaSt, Baniyas East 3, Abu Dhabi, UAE

SALES & CUSTOMER SERVICE PROFESSIONAL

Dynamic and results-oriented sales and customer service professional with over 4 years of experience in telecommunications, retail, and technical support. Proven ability to exceed sales targets, enhance customer satisfaction, and solve problems efficiently. Skilled in leveraging technology, including Microsoft Office and CRM tools, to optimize workflows and deliver excellent service. Fluent in Arabic and proficient in English. Seeking a challenging role to contribute to organizational growth while advancing my career.

EDUCATION

- Bachelor's in Commerce
- Kafr El Sheikh University, Egypt
- Graduated: 2020

PROFESSIONAL EXPERIENCE

Sales Representative

Vodafone Egypt

2023 – 2024

- Exceeded monthly sales targets by an average of 20% through effective customer engagement and persuasive communication.
- Delivered tailored solutions to meet customer needs, boosting retention rates by 15%.
- Maintained accurate records of sales and customer interactions in CRM systems.

Sales Representative

B.TECH Egypt

2022 – 2023

- Increased sales revenue by 25% through cross-selling and up selling strategies.
- Delivered in-depth product knowledge to help customers make informed purchasing decisions.
- Built strong customer relationships, leading to repeat business and positive referrals.

Customer Service Representative

Raya Contact Center

2020 – 2022

- Resolved 95% of customer inquiries on the first call, achieving a high customer satisfaction score.
- Assisted in troubleshooting technical issues for clients, enhancing their overall experience.
- Consistently met performance metrics, including response time and quality standards.

KEY SKILLS

- **Technical Proficiency:** Advanced in Microsoft Office Suite (Word, Excel, PowerPoint). Familiar with CRM and data entry systems.
- **Sales Expertise:** Proven track record in achieving and exceeding sales targets.
- **Customer Service:** Strong interpersonal skills with a focus on customer satisfaction and problem-solving.
- **Communication:** Effective communicator in both Arabic and English.

LANGUAGES

- **Arabic** : Native.
- **English** : Proficient in written and spoken communication.