
Mohamed Khafagy

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Objective

Obtain a position as a team-player in a people-oriented organization where I can maximize my customer-service, Sales and collection experience in a challenging environment to achievement to achieve the corporate goals.

Education

- **Al Alson Academy, Egypt**
Bachelor of science : Tourism and Hotel-Hotel Management 2011
Very Good

Achievements & Awards

- ICDL Certification
- Human Development
- Professional Diploma in Networking Windows Server

Experience

- **Al safy Compan(Phone Care)** February 2019 - Till current
Customer service after sales Manager
 - Lead the team work of customer service, maintenance, store keeper and quality control.
 - Sell products by establishing contact and developing relationships with customers recommending solutions.
 - Meet assigned sales target and ensure to deliver the world class customer experience.
 - Follow up on installment collection by calls and handle all the collector issues.
 - Report bad debt customers to start legal cases.
 - Provide training sessions for staff
 - Handle floor and customer complaint on behalf of supervisor.
 - Identifies product improvements or new products by remaining current on market activities,and competitors.
 - Every Month end I make an analysis of the Performance of the branch for the monthly meeting at ppt.
- **Transsion Holding (Carl Care Services Center)** August 2014 - March 2016
Customer service officer
 - Worked as Customer service Officer, help customers to find his problems and try to help them to solve it
- **Transsion Holding (Carl Care Services Center)** April 2016 - February 2019
Supervisor
 - Lead the team work of customer service, maintenance, store keeper and quality control.
 - Sell products by establishing contact and developing relationships with customers recommending solutions.
 - Meet assigned sales target and ensure to deliver the world class customer experience.
 - Follow up on installment collection by calls and handle all the collector issues.
 - Report bad debt customers to start legal cases.
 - Provide training sessions for staff
 - Handle floor and customer complaint on behalf of supervisor.
 - Identifies product improvements or new products by remaining current on market activities,and competitors.
 - Every Month end I make an analysis of the Performance of the branch for the monthly meeting at ppt.
- **Carrefour Market (Sharm El Sheikh Branch)** January 2014 - June 2014
Sales man
 - Worked as sales man in department of electronics (Mobiles, Digital Cameras,Labs, House Devices)

Skills

- - Ability to Work under stress in a team work.
- - Flexibility and responding to changes
- - Ability of controlling the self toward the customers, the assistants and other partners.
- - Ability of obligating thinking rules & ics
- Respectable for Appointments.
- - Ambitious.

Language

- Arabic : Mother Tongue
- English : Good (Spoken & Writing)
- Italian : Good

Interests

- Reading
- Internet
- Playing Football
- Charity

Additional Information

Full Name: Mohamed Gamal Khafagy
Age: 31 years old
Date Birthday: 20 - August - 1989
Nationality: Egyptian
Religion: Muslim
Military service: Serviced
Marital status: Married