

Mohamed Ansary Khalaf

Dar El Salam – Cairo - Egypt

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Objective:

To obtain a position at your reputable organization where I can use and develop my academic and interpersonal skills hoping to add to the organization reputation

Education:

- Faculty of Arts Department Of History Cairo University 2016
- El-Malik El-Saleh School 2012.

Current Work Experience:



Etisalat Misr.

Sales Executive 2/2018

- Achieve and exceed the monthly sales targets
- Furnish and enhance after selling services
- Ensure delivery of the world class customer experience.
- Handle customer complaints
- Maintain basic friendly attitude with customers at all time.

Senior Sales Executive 6/2019

- Achieve and exceed the monthly sales targets
- Ensure delivery of the world class customer experience.
- Ensure accurate and smooth day to day operation.
- Problem solving, handling unusual circumstances
- Monitoring the stock levels of all products and stock count.
- performance management, and workplace scheduling



OPPO.

Customer Service (Receptionist) 14/10/2019

- Greet and welcome customers as soon as they arrive at the service center.
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures).

- Provide basic and accurate information in-person and via phone/email.
- Identifying and assessing customers' needs to achieve satisfaction.
- Provide accurate, valid and complete information by using the right methods/tools.
- Handle customer complaints, provide appropriate solutions and alternatives.
- Follow communication procedures, guidelines and policies.

Skills:

Language skills:

- Arabic: Native language
- English: Good command of both written and spoken
- Dutch : average

Computer skills:

- ICDL
- Good Typing skills

Training courses :

- Digital Marketing Basics (Google)

Interpersonal skills:

- Communicating
- Leading
- Supervising
- Quick learning

Personal Information:

- Date of birth: 25/05/1994
- Nationality: Egyptian
- Marital status: Single
- Military status : Completed

Interests:

- Football
- Acting

References

All certificates will be introduced upon request.