



## Mohamed Ashraf Mohamed

38 Lusaka street Nasr city -Cairo

### Objective

**HR with 1 years of experience in employee relations, recruitment, payroll and HR functions and worked at Vodafone as a customer service agent & TELE sales (cvm)**

At Vodafone outsource company and sales 2 years' experience in sales as a team leader

### Education

- HR Diploma-EGYCham**
- ICDL course**
- High institute for social worker 2014**
- soft skills**

### Work Experience

- Assistant teacher chemistry
- Customer service agent
- Tele sales (cvm) customer value management
- Sales at Vodafone store promoted to team leader
- HR recruitment
- slaes manger at swis canal for insurence

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**customer service agent  
(jan 2013-june 2014)**

**Wasla out sourcing company**  
17 el ahram street el korbamasr el gdeda, Cairo.

**Duties include:**

- Handle customers and solve their problems
- Check in system how to inform customers about the new rate plans
- Receive calls from
- Support new comers as a technical support

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**Tele sales agent  
From( June 2014 till feb 2015)  
Wasla out sourcing company**

17 el ahram street el korba masr el gdeda Cairo

**Duties include:**

- Call customers offer new rate plans
- Aware by talking time by system task from leader
- Send every 1 hour the sales of the team to the leader
- Support new comers
- Listing calls of the team as quality

**Sales at vodafone store**

**120 el nozaha street masr el gdeda cairo**

**Triumph store**

**Duties include:**

- Sale the lines and mobile phones
- Close cash every day as a task from team leader\
- Handle customers and solve problems
- Pay the bill for customers
- Make contracts to the line without names
- Receive the new lines and mobile phones from the Vodafone management
- Send by mail every 15 days the contracts to Vodafone management
- Separate pre paid lines and post paid lines
- Act as team leader
- Close every day contracts per day
- Send cash deductions every month
- Follow up the lines every day to be sure of the lines working normally
- Give offers to the customers they had post paid lines
- Helping the new comers to know the way of sales

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**HR recruitment**

**From (Jan 2018 until june 2018)**

**17 el ahram street el korba – masr el gdeda Cairo**

**Duties include:**

- Collect data to the applicants
- Collect cvs
- Make interviews with the applicants
- Send the shares to the team leader every week
- Make calls to the accepted candlenuts' to inform them about there training time
- Send to the trainers the names of the applicants

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|--|---|
| Send messages to the applicants for sure about time of training and the name of the trainer  | • |
| Make excel sheet of the applicants that will come to the company   | • |
| <p style="text-align: right;"><b>sales manger</b></p> <p style="text-align: center;"><b>38 abbas el akkad street nasr city cairo</b></p> <p style="text-align: center;"><b>Suez canal company for insurance</b></p> <p style="text-align: right;">Meeting with the team every week •</p> <p style="text-align: right;">See the sales for every person on this week •</p> <p style="text-align: right;">Help the sales to achieve ther target •</p> <p style="text-align: right;">make interviews to the new applicants •</p>   |   |
| <p style="text-align: right;"><b>Sales agent at etisalat stores</b></p> <p style="text-align: right;"><b>Worked at more than 1 store</b></p> <p style="text-align: right;"><b>1-el zawya el hamra store</b></p> <p style="text-align: right;"><b>2-el marghany store</b></p> <p style="text-align: right;"><b>3-cairo air port store</b></p> <p style="text-align: right;"><b>4-el hegaz squre store</b></p> <p style="text-align: right;">sale lines and mobile phones •</p> <p style="text-align: right;">help customers to solve ther proplems •</p> <p style="text-align: right;">help new comers how to sale •</p> <p>transfer lines and mobile phones to another stores that needed this product •</p> |   |

#### **Training & other courses.**

- Soft skills •
- Egyptian working law •

#### **Languages**

- : Mother tongue Arabic
- : Fluent English
- French :fair

#### **Computer Skills**

- Multi Computer user •
- Excellent user of MS office •

#### **Hobbies**

- Watching Movies and Reading Books.

#### **Sports**

- GYM, Swimming and Football.