



Ayman Fathy Abd Elrehim

10st-Bakr Ahmed-Shoubra, Cairo

Career Summary

Although I have **5 years** of experience in **sales** and **customer service**,

But I am **shifting my career** by searching for a new opportunity in **human resources** field.

And my HR diploma from **EgyCham** supports my interest in this field especially in **Recruitment** and **Personnel**.

Education:



Bachelor of Business Administration,

The higher institute of cooperative and administration studies (2014).

Experience:



- **8 Months** of Experience as **Corporate Senior Sales** @ **Etisalat Misr** from **Feb 2020** till **now**.
- Achieve monthly targets by closing profitable deals with key accounts.
- Prepares necessary reports with key achievements and segment's updates to highlight business opportunities.
- Participate in preparing the sales plan.
- Conducting Sales visits, solution demonstrations and presentations.
- Build long-term relationships with existing, as well as, new clients.
- Monitor and report on market and competitor activities and provide relevant reports and information.



- **1 Year 1 month** of Experience as **Store Manager @ WE Franchise** from **Nov 2018 to Dec 2019**.
- Monitor and guide agents towards the company's goals and objectives.
- Achieve the company's targets and coordinate between the sales agents.
- Handling clients' inquiries and requests.
- Prepare necessary reports that must be presented to the Sales regional manager



- **7 Months** of Experience as **Senior Sales Agent @ Vodafone** from **Apr 2018 to Oct 2018**
- Dealing with customers and achieve sales targets.
- Selling products and services using solid arguments to prospective customers.
- Performing cost-benefit analyses of existing and potential customers.
- Maintaining positive business relationships to ensure future sales job requirements.



- **5 Months** of Experience as **Customer Service Rep. @ AL Mouwasat Hospital** from **Sep 17 to Jan 18**
- Handles routine customer complaint promptly and courteously.
- Identify and assess customers' needs to achieve satisfaction.
- Provide appropriate solutions and alternatives within the time limits, and follow up to ensure resolution.



- **2 Years** of Experience as **Call Center agent. @ Xceed (Te Data Account)** From **2015 to 2017**
- Effectively manage large amounts of calls.
- Keep records of customer interactions, process customer accounts, and file documents.
- Follow communication procedures, guidelines, and policies.

• **Training & Courses:**



- **HR Diploma** from **Egy Cham** accredited by **Ain Shams University & HRCI** 18/7/2020.

Skills:

- **Language skills:** English Very Good.
- **Computer skills:** Perfect knowledge of a variety of ERP systems and Microsoft office.
- **Personal skills:** Work effectively both as a team member and independently, HR Ethics, Problem Solving, Motivating, developing, directing people, communicating effectively.

Additional data:

- **Date of birth:** October 30, 1991
- **Marital status:** Single
- **Military service:** Exemption

References are ready upon request