

Mohamed Mohamed Magdy

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Personal Summary

To build my career under organizations that helps me to develop my professional skills and would lead me for a better career with every step and utilize my skills and knowledge to serve my organization in best possible way

Education

BACHELOR'S DEGREE IN
ACCOUNTING

01/09/2015 — 01/06/2019

Faculty of commerce English section ,Tanta university

Work experience

Vodafone

01/10/2023 — Now

Sales Teamleader

- Delivering excellent service to ensure high levels of customer satisfaction.
- Motivating the sales team to meet sales objectives by training and mentoring staff.
- Creating business strategies to attract new customers, expand store traffic, and enhance profitability.
- Meeting sales goals by training, motivating, mentoring and providing feedback to store staff

Fawry Plus

01/04/2021 — 01/10/2023

Sales Agent then promoted to Sales Team leader

- Responsible for maintaining a high level of professionalism with clients and working to establish a positive report with every client.
- Organized service workflow to meet the influx of customers, thereby streamlining workflow issues - Deliver customized, targeted sales strategies.
- Understand customer needs and offer solutions and support.

- Answering phones from customers professionally and responding to customer inquiries and complaints.
- Researching required information using available resources.
- Handling and resolving customer complaints regarding product sales to customer service problems
- Providing customers with the organization's service and product information.
- Processing forms, orders, and applications requested by the customers.
- Identifying, escalating priority issues and reporting to the high-level management.
- Routing inbound calls to the appropriate resources.
- Following up complicated customer calls where required.
- Completing call notes and call reports as necessary and updating them in the CRM.
- Obtaining and evaluating all relevant data to handle complaints and inquiries.
- Recording details of comments, inquiries, complaints, and actions taken.
- Managing administration, communicating and coordinating with internal departments.

Personal skills

- very good people -oriented person.
- Ability to work under Pressure.
- Decision Making.
- Time Management.
- Self-motivation.
- Leadership.
- Adaptability.
- Teamwork.
- Creativity.

Computer Skills

- Microsoft Office 2010 / 2013
- Word: very good
- Excel: very good
- PowerPoint: very good
- Oracle : Very good

Languages

- Arabic – Native
- English – Very good