

Mohamed Ibrahim Abd Allah Ibrahim Haridy



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PERSONAL BACKGROUND

I am a professional Executive sale, help in the development and guidance of proving and increasing sales and customer experience business in today's competitive environment.

ACHIEVEMENTS

- Best seller of Vodafone ADSL in Alexandria area 2017-2018.
- Best customer experience agent at Alexandria retails 2017.
- Best productivity (performance & achieved commission) in Alexandria area 2017.
- Best revenue achiever in Alexandria in Vodafone Miami Store 2017.

LANGUAGES

- Arabic: Mother Tongue
- English: Excellent written and spoken

SOFTWARE & TRAINING COURSES

- Commercial Excel (2014 certificate) ICDL
- IT + WINDOWS + INTERNET + WORD + EXCEL + POWER POINT + ACCESS

WORK EXPERIENCE

Best Buy known as 2B

March 2021 - present time

Alexandria, Egypt

Job occupied : Indoor Senior Sales Advisor

Tasks or missions :

- Understand Customer needs and requirements.
- Closing sales and achieving sales targets.
- Keeping up with product and service information and updates.
- Creating and maintaining a database of current and potential customers.
- Explaining and demonstrating features of products and services.
- Upselling products and services.

Kanawat for trading and distribution Known as K- Mobile

December 2019 – March 2021

Alexandria, Egypt

Job occupied : Indoor Sales Advisor

Tasks or missions :

- Understand Customer needs and requirements.
- Closing sales and achieving sales targets.
- Keeping up with product and service information and updates.
- Creating and maintaining a database of current and potential customers.
- Explaining and demonstrating features of products and services.
- Upselling products and services.

Vodafone Egypt Retail

January 2018 - November 2019

Alexandria, Egypt

Job occupied : Shift leader and In Store Trainer

Tasks or missions :

- Responsible for my Retail cash operation and training newcomers.
- Responsible for the floor during my shift and handling all cases and angry. Customers.
- Responsible for archiving all Documents related to the business.
- Responsible for My team and raise their Capabilities and solve any issues face them in the business.
- Help my team to achieve their monthly Target and motivate them to make over achievement.
- Responsible for solve and fix any issues may face my retail and send.

Vodafone Egypt Retail

June 2015 - December 2017

Alexandria, Egypt

Job occupied : Executive Sales and Customer Service Representative

Tasks or missions :

- Help the customers to solve their problems.
- Offering company's products for the Customers.
- Achieving my monthly target with all specific requirements.
- Handling the hard cases with customers.
- Make sure that the Customers have all necessary help and be full satisfied.

EDUCATION

Alexandria University, Faculty of Commerce, English Department.

2009 - 2013

Alexandria, Egypt

GENERAL GRADE : **GOOD**