



# Momen Muhamed Abo Elfadl

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## RETAIL SALES ADVISOR (TELECOMMUNICATIONS)

Dedicated professional advisor client relationship management with 3 years of experience in the telecommunications sector throughout the ME market in diverse roles across the telecommunications hierarchy.

### CORE SKILLS

Strong verbal and written communication skills.

Adaptability.

Problem solving.

Strong organizational skills.

Team Player

Assertive.

Analytical.

Collaborative.

### EDUCATION

- Bachelor's Degree in Management Information Systems.  
Higher Institute of Tourism, Hotels & Computer, Alexandria, in 2020 .

### PERSONAL DETAILS

- Date of Birth: 09 Oct 1997
- Nationality: Egyptian
- Languages Known: Arabic and English
- Marital Status: Single
- Military status: Finished

### EXECUTIVE SUMMARY

Proven ability in developing and implementing effective client relationship management role strategies to enhance the company's brand awareness. Skilled in leadership management, Strong credit, and analytical skills, risk awareness, and the ability to understand financial statements and reports in coordination with multiple vendors. Adept at implementing computer software strategies to penetrate the target market segment based on evaluated changing market dynamics.

### PROFESSIONAL EXPERIENCE

#### Jr. Financial Controller – RECONEARTH GROUP

Nov 2020 - Present

- Responsible for financial planning and analysis, forecasting, budgeting, and internal control.
- Responsible for financial reporting to management, as well as compliance with government regulations.
- Received cash and checks and made deposits
- Received, recorded, and authorized requests for disbursements in accordance with company policies and procedures.

#### Retail Sales Advisor – Vodafone Egypt

Oct 2018 – Jan 2021

##### Responsibilities:

- Understanding Customer Concerns: By asking questions, listening carefully, and showing empathy, aim to get to the heart of what customers truly want.
- Perform as key contact for selected customer relationships under company guidance.
- Initiate apt activities to ensure on-time and scheduled responses to customers.
- Ensure to alert back staff concerning any delays along with potential issues.
- Review independently all documents and link entire customer accounts to a suitable relationship.
- Collect mandatory information to analyze client situation
- Develop and oversee relationships with clients performing alongside the Relationship Manager to ensure top-level service is provided to clients.
- Perform as a key contact point for a portfolio of clients dealing with routine matters throughout the range of services and products.
- Implement and supervise all unsolicited trade activities
- Provide securities details, quotes, and valuations to customers.
- Identify potential customers through databases, cold calling, follow-up leads, telephone/personal contacts, etc.
- Ensure "Know Your Customer" requirements as prescribed by the company are duly adhered to.  
All the legal and compliance guidelines provided by the company are complied with.
- To contact potential customers and convince them about the company's product offerings
- Collaborate with the senior management team to develop a strategic and tactical plan to achieve the desired annual revenue targets.

#### *Highlights:*

- Leadership and team management.
- Strong credit, analytical skills, risk awareness and the ability to understand financial statements and reports.
- Ability to work cross-functionally, cross-geographically and across multiple cultures.
- Excellent communication & negotiation skills

#### **OBJECTIVES**

- Looking for a challenging position in a multinational firm & organization.
- Seeking excellence and high-quality performance in comparison to my peers in the same field.
- Help innovate, develop, and enhance organization performance through applying gained.
- Experience and knowledge.
- Establishing strong relationships to gain support and effectively achieve results.

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#### **REFERENCES AVAILABLE ON REQUEST**