

Hossam El-Din Arafa Mahmoud

Makkah Al-Mukarramah, Kingdom of Saudi Arabia, +9660550604497, harafa9900@gmail.com

SUMMARY

Results-oriented sales and tourism professional with 18 years of experience in direct sales, tourism and real estate marketing, customer service, and team coordination. Skilled in tailoring consultations to client needs, acquiring customers, negotiating and closing deals, preparing marketing plans, and supporting sales teams to meet targets. Combines strong client relationship-building and communication skills with experience in computer maintenance and technical support. Ready to help a sales or tourism organization grow customer relationships and deliver attentive, target-focused service.

WORK EXPERIENCE

2025 – Present

Sales Representative — Dammam, Saudi Arabia

Al-Musafir Stations Travel and Tourism Company

- Promote travel and tourism programs and services.
- Customize tourism consultations to meet clients' needs.
- Meet monthly sales targets.

2022 – 2025

Deputy Marketing Manager / Sales Representative — Ain Sokhna / 10th of Ramadan City, Egypt

Gold Star for Tourism Investment

- Implement marketing and sales strategies for tourism projects.
- Cultivate relationships with new clients and support existing customers.
- Coordinate sales team activities with management.

2017 – 2022

Deputy Marketing Manager / Sales Representative — Hurghada, Egypt

City Dream for Tourism Investment

- Showcase the company's tourism projects.
- Develop and execute marketing plans.
- Organize marketing team activities and evaluate performance against goals.

2014 – 2017

Marketing Supervisor / Sales Representative — Cairo, Egypt

Al-Horreya for Tourism and Real Estate Investment

- Promote real estate and tourism products.
- Acquire new clients and meet sales targets.
- Assess team performance and ensure results are achieved.

2008 – 2014

Sales & Delivery Representative — Cairo, Egypt

Various Companies (e.g., Miza Telesales)

- Conduct direct sales operations.
- Oversee customer order follow-up and deliveries.
- Foster customer satisfaction with the services provided.

02/2008 – 08/2013

Computer Maintenance Center Owner — Cairo, Egypt

Private Center

- Maintain computer hardware and software.
- Diagnose software failures and resolve technical issues.
- Deliver technical support to clients.

EDUCATION

09/2000 – 06/2005

General — Elminya, Egypt

General Secondary Education Certificate (High School Diploma)

SKILLS

- **Microsoft Word**
- **Microsoft Excel**
- **Computer maintenance experience (Hardware & Software)**
- **Proficient in using social media platforms**
- **Email management and report writing**
- **Direct sales and efficient deal-closing skills**
- **Strong negotiation abilities to secure the best offers**
- **Building long-term relationships with clients**
- **Analyzing customer needs and providing appropriate solutions**
- **Effective time management and organizing client visits**
- **Achieving sales targets and working under pressure**
- **Strong professional communication skills and handling customer complaints**
- **Quick and efficient problem-solving and handling urgent work situations**
- **Professional capability to work independently or within a team**

LANGUAGES

Arabic (Native Language)

English (Good)