Abdelaziz Ali Ahmed

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# Summary

A dedicated and fluent English speaker with over two years of experience teaching at Gateway English Community, Egypt’s largest and most competitive English learning institution. At Gateway, I honed my skills in adapting to diverse learning needs, creating tailored lesson plans, and building productive relationships.

Transitioning into cold calling with Spark Capital, I applied these skills to consistently exceed lead generation targets, utilizing persuasive communication, effective rebuttals, and strategic follow-ups. I managed high volumes of inbound and outbound calls, converted prospects into quality leads, and demonstrated resilience in a high-pressure, remote work environment. My proficiency in CRM systems, particularly ReadyMode, and collaborative approach to refining strategies have equipped me to excel in cold calling, connect with clients, and drive successful outcomes.

**Experience**

**Cold Caller | Spark Capital | WFH | 01/2024 – 10/2024**

* Exceeded lead generation targets by utilizing persuasive communication, effective rebuttals, and strategic follow-ups.
* Handled high volumes of inbound and outbound calls, overcoming objections and converting prospects into quality leads.
* Used CRM systems to track and manage client interactions, ensuring accurate lead data and follow-up activities.
* Leveraged ReadyMode for efficient dialer management, optimizing call productivity and minimizing downtime.
* Collaborated with team members to refine sales strategies and achieve team targets.
* Demonstrated resilience in a high-pressure environment, overcoming challenges and consistently maintaining a positive attitude to reach key performance metrics.
* Handled a high volume of inbound and outbound calls, demonstrating adaptability to various client responses and objections to secure quality leads.

**Call Center Representative | WE | Giza | 08/2021 – 12/2021**

* Handled inbound and outbound calls, providing customer service and resolving inquiries in a fast-paced environment.
* Developed strong communication and active listening skills, contributing to improved customer satisfaction.
* Gained experience in managing client interactions, effectively handling objections, and escalating issues as needed.
* Maintained accurate records of interactions and followed up with clients to ensure issues were resolved promptly

**Professional Connection CA | Sales Specialist | Maadi | 01/2023 – 05/2023**

* Ensured seamless transitions from appointment setting to service delivery by collaborating with sales teams.
* Managed a well-organized customer database and appointment schedules.
* Conducted cold calls to potential clients, securing appointments for HVAC services.
* Maintained accurate records of lead interactions in the CRM system, improving data integrity and follow-up efficiency by 35%.
* Stayed informed on market trends and competitor offerings, effectively communicating the value of solar products and HVAC systems.
* Promoted from telemarketer (appointment setter) to telesales agent after securing the highest number of appointments in a single month within the team.

## Gateway English Community | English Instructor | Giza | 10/2022 – 10/2023

* Taught English to a wide range of students, spanning various age groups and proficiency levels, creating customized lesson plans that catered to individual learning styles and goals.
* Maintained a structured and comprehensive database of student progress, enabling efficient tracking of improvement and tailoring of future lessons.
* Excelled in managing group dynamics, ensuring an inclusive learning environment that fostered student engagement and participation.
* Received multiple awards for outstanding performance, including recognition for innovative teaching methods and high student satisfaction rates.
* Proactively identified areas for curriculum enhancement, incorporating emerging trends in language learning and modern teaching tools, leading to a 40% increase in overall student language proficiency.
* Promoted from a junior instructor to a senior instructor based on performance, successfully managing more advanced classes and specialized workshops.
* Honored for achieving the highest level of student retention and course completion, contributing significantly to Gateway's reputation as Egypt's leading English learning institution.

## AMIT | Mobile Development Intern | Giza | 1/2024 – 3/2024

Completed a mobile development internship, gaining hands-on experience in designing, coding, and testing mobile applications.

* Worked closely with senior developers on Flutter-based projects, enhancing both technical and problem-solving skills.
* Contributed to the development of user-friendly mobile interfaces and debugging to improve app performance.
* Strengthened knowledge in mobile development frameworks and tools, applying them to real-world projects

# Education

## Cairo University

*Faculty of Computers and Artificial Intelligence*

* Currently enrolled as a third-year student, focusing on computer science principles and artificial intelligence technologies. However I have no full commitment or schedule and I have free time to focus on one thing which is to get into sales.

## Gateway English Community

*English Instructor Training*

* Successfully completed a comprehensive teacher training program, mastering effective teaching methodologies and classroom management strategies to facilitate English language learning.

## Cambridge University

*General English Course*

* Certificate in General English, achieving B2-C1 proficiency. Completed a rigorous curriculum focused on advanced English skills in reading, writing, listening, and speaking.

## Ministry of Communications and Information Technology (Udacity)

*Digital Marketing Challenger Program*

* Completed a focused course on digital marketing strategies, including SEO, social media marketing, and data analysis, enhancing my understanding of online marketing dynamics.

**Skil**

I have strong verbal and written communication skills, excellent problem-solving abilities, and active listening, which help me effectively engage with both clients and prospects. I’m adaptable, adjusting my sales strategies and approaches to meet diverse needs and overcome objections. With extensive experience in cold calling, I excel at using persuasive techniques and rebuttals to generate quality leads and achieve targets. I'm proficient with CRM software for tracking and managing client interactions, and familiar with tools like the ReadyMode dialer to streamline calling efficiency. My teamwork and leadership experience has allowed me to collaborate effectively and achieve collective goals. Additionally, I possess solid negotiation skills and can reach mutually beneficial agreements, always maintaining clear and precise communication in English