

Muhammad Meluk

Sales Specialist & Broker



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Alexandria, Egypt

SUMMARY

Results-driven Sales Specialist with expertise in customer retention, negotiation, and revenue recovery. Proven track record of exceeding targets in high-pressure environments through strategic communication and tailored solutions. Combines technical skills (web development, automation) with sales acumen to optimize workflows and client interactions. Certified in IT Support and Python, with fluency in English and Arabic for global client engagement.

SKILLS

- Sales Communication
- Negotiation Skills
- CRM & Documentation
- Operating Systems
- Microsoft Office
- Problem Solving

CERTIFICATES

Foundations of Cybersecurity

Google—through Coursera

Computer Networking

Google—through Coursera

Getting Started with Python

University of Michigan—through Coursera

Google IT Support Professional Certificate

Google—through Coursera

EDUCATION

Commercial High School Diploma

Al-Max High School

LANGUAGES

- Arabic Native
- English Fluent
- German Beginner

WORK EXPERIENCE

■ CSR & Collections Specialist

Optimum USA

Feb 2023 - Mar 2024

Boosted revenue by recovering payments and retaining at-risk clients through strategic negotiation—converting cancellations into FTTH and Mobile upsells and consistently exceeding targets.

■ Account Advisor

Raya CX

Jan 2022 - Feb 2023

Delivered top-tier customer service while driving sales—resolving issues, promoting products, and exceeding targets with professional rapport.

■ Front-End Developer

Freelancer

2022 - Present

Applied web development skills to create internal tools that streamlined workflows, supporting sales operations.