

**Maha Ahmed A.Salam**

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Giza - Egypt

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## **Sales & Operation Specialist**

### **Summary:**

Recent business graduate with hands-on experience in HR, sales, and procurement. Strong communication, adaptability, and a collaborative mindset. Eager to apply critical thinking and time management skills in a dynamic work environment.

### **Personal Skills**

- Negotiation
- Interpersonal skills
- Multitasking
- Customer-Oriented Mindset
- Communication skills

### **El Gohary Co. for Metal Packages**

#### **Sales Specialist**

**Jan 2024 – Till Present**

- Acted as the primary point of contact for client inquiries and service requests, delivering prompt support and solutions tailored to customer needs, contributing to high client satisfaction and retention rates.
- Conducted detailed product and service presentations, showcasing value propositions, addressing client concerns, and tailoring solutions to match specific customer requirements.
- Managed the complete sales cycle from initial engagement to deal closure, including price negotiation, contract follow-up, and post-sale support, ensuring a seamless customer experience.
- Maintained accurate sales records and regularly updated CRM systems to track leads, follow-ups, and sales performance.
- Identified upselling and cross-selling opportunities through deep understanding of client needs and product capabilities.

#### **HR Coordinator:**

**Oct 2021 till December 2022**

- Executed the full monthly payroll cycle, including calculation and verification of base salaries, overtime, allowances, deductions, and final settlements, ensuring accuracy and confidentiality.
- Maintained up-to-date employee records, including contracts, salary revisions, leaves, and disciplinary actions, in alignment with company policies and labor law requirements.

#### **Accountant and Purchase Specialist**

**Sept 2021 till Dec 2021**

- Prepared, reviewed, and submitted accurate electronic invoices (e-invoices) through the Egyptian Tax Authority portal, ensuring full compliance with local tax laws and statutory deadlines.
- Maintained detailed financial records, including accurate logging of daily revenue and expenses in the treasury ledgers
- Supported the finance team in generating internal reports, and expense analyses for management review.
- Ensured proper documentation and archiving of financial transactions, receipts, and contracts for regulatory and internal audit purposes.
- Support in purchase request for example (uniform, kitchen supplies, Finger-print machines, production material..etc.) by sourcing and negotiating with suppliers to obtain the most cost-effective quotations while ensuring quality and delivery time
- Managed vendor communications, and tracked purchase orders and following up
- Maintained a supplier database, and supported in long-term supplier relationships.

- Assist in showcasing and promoting properties to potential buyers or renters. Respond promptly to client inquiries regarding properties, pricing, spaces, and more.
- Build and maintain relationships with clients to understand their needs and preferences.
- Collaborate with senior agents to learn effective sales techniques and industry best practices.
- Provide support during negotiation phases with different customers
- Maintain accurate records of property listings, client interactions, and sales activities.

**Customer service – Bank Misr - Internship****2019 - 2020**

- Answer questions about account types and banking products, such as CDs, money market accounts, loans, and credit cards
- Check on the status of customer accounts and track checks and payments Review and explain account charges
- Assist with personal data changes

**EGAS OIL COMPANY - Internship :****2019 - 2020**

- Assist in basic financial data entry and documentation.
- Support administrative tasks such as filing, organizing documents, and handling correspondence.

**Education**

Faculty of Commerce – Ain Shams Uni. Grad 2021  
Grade Excellent with honor degree