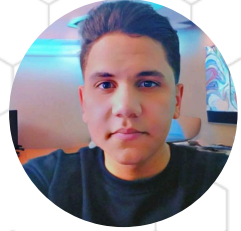


ABDULRAHMAN ZIDAN

Sales Specialist, Customer service & Social media Manager

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Cairo, Maadi



EDUCATION

Bachelor's in Computer Science

Modern Academy in Maadi

08/2024 - Present Cairo, Maadi

SUMMARY

Enthusiasm for customer engagement and sales excellence is demonstrated through a proven track record in building strong client relationships and driving performance metrics. A solid foundation in computer science complements a dynamic skill set in sales strategy and training. Commitment to enhancing customer experiences and facilitating team success aligns well with objectives focused on exceptional service delivery and growth. Eagerness to contribute to a forward-thinking environment is evident.

Sales professional with experience in sales management and customer service, expert in customer relationship building and sales process optimization. Key achievements include the establishment of personal connections with customers leading to an increase in client retention and the implementation of a new sales training program that raised average sales volume. Seeking a Sales Specialist & Customer Service position at [company name], where skills in sales management and customer service will be leveraged to support your mission of improving customer satisfaction and driving sales growth.

-Innovative Social Media Manager with experience in developing and implementing comprehensive social media strategies. Noted for creativity, strategic thinking, and ability to enhance brand awareness through engaging content. Strengths include knowledge of major social media platforms, analytical skills, and understanding of SEO best practices. Previous work has resulted in improved online presence and audience engagement for diverse clients.

- Accomplished public relations professional with expert understanding of business needs, public perception and media practices. Helps companies and high profile individuals control narrative with strategic communications approaches. Persuasive, articulate relationship-builder.

- High-achieving Sales Specialist well-versed in products and successful at developing and strengthening customer relationships in order to promote offerings. Skilled in consultative selling and overcoming objections. Desiring to apply years of sales experience to long-term position with room for advancement.

- Experienced Marketing Specialist keeps up with tight deadlines and high-value customers. Successful at working with diverse teams to develop comprehensive approaches to marketing plans. Intelligent and insightful professional.

- Driven professional with a broad range of experience in marketing seeking to leverage a polished background to take the next career step with a respected organization.

LANGUAGES

Arabic

Native



C1 English

Proficient



French

Intermediate



EXPERIENCE

Real Estate TELEMARKETER

Skyline BPO services pvt

03/2025 Location

Company Description

- Motivated and persuasive cold caller with hands-on experience in the real estate industry. Specialized in initiating contact with potential clients, qualifying leads, and setting appointments for sales agents. Proven ability to handle high-volume outbound calling, build rapport quickly, and overcome objections with professionalism and persistence. Well-versed in using CRM systems, call scripts, and market insights to generate interest and drive conversions.

Cold Caller

Rabidgen

01/2025 - Present Location

Rabidgen is offering a comprehensive suite of customer care call center services,

- Conduct high-volume outbound calls to prospective clients, introducing [company product/service] and generating qualified leads to drive sales pipeline growth.
- Engage prospects with tailored pitches, addressing their needs and overcoming objections to secure follow-up opportunities and appointments.
- Maintain accurate records of call outcomes and customer interactions in [CRM software, e.g., Salesforce/HubSpot], ensuring seamless lead handoff to the sales team.

SKILLS

Negotiation	Sales target	High English Level	Cash
Customer Services	Team Work	Deals	
Product Recommendation	Sales Solution Development		
Relationship Selling	Closing Techniques	Deal Structuring	
Sales Software Proficiency	Sales Presentations		
Strategic Analysis	Territory Management		
Sales Strategy Development	Technical Support		
Complaint Resolution	Performance Tracking		
Consultative Selling	Distributor Product Training		
Cash Handling	Customer Service and Care	Client Relations	
Staff Education and Training	Influencing Skills		
Call Center Operations	Telemarketing Expertise		
Objection Handling	Pipeline Management	Sales Analytics	
Inventory Maintenance	Prospecting Skills		
Sales Funnel Management	Cold Calling	Sales Expertise	
Account Management	Inventory Coordination		
Relationship Building	Upselling and Cross Selling		
Sales Reporting	Competitor Analysis	Sales Training	
Needs Assessment	Sales Enablement	Sales process	
Social media selling	Inquiry handling	Team collaboration	
Sales forecasting			

EXPERIENCE

Sales Specialist

Code Craft

11/2024 - Present Cairo, Egypt

Company Description

- Negotiated deals and handled complaints or objections.
- Developed customized sales techniques to successfully sell and upsell services to new and existing clients.
- Used excellent verbal skills to engage customers in conversation and effectively determine needs and requirements.
- Maintained well-stocked and organized sales floor with latest merchandise to drive sustained sales revenue.
- Prepared and delivered appropriate presentations on products and services. Developed key customer relationships to increase sales.
- Maintained accurate records of customer interactions and transactions.

Sales Manager

La Poire

03/2024 - 03/2024 Maadi

Sales position focused on enhancing customer connections and driving sales performance.

- Improved profit margins by effectively managing expenses, budget and overhead, increasing closings and optimizing product turns.
- Developed sales plans, goals, strategies and objectives to achieve team goals and revenue objectives.
- Identified and developed new markets for products or services.
- Used change methodologies to increase sales and led projects for increased productivity.
- Supported sales team members to drive growth and development.

STRENGTHS



Computer Skills

Proficient in utilizing computer systems and software to efficiently manage customer inquiries and ensure seamless service delivery.



Communication High Skills

Exceptional communication skills to effectively address customer needs, resolve issues, and build strong client relationships.



Marketing

Skilled in leveraging marketing strategies to promote services, enhance customer engagement, and drive business growth