

AHMED IBRAHIM ELSAEED HAFEZ

• DETAILS •

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Date of birth 15-11-1988

Nationality Egyptian

Driving license

Egypt, UAE

LINKS

Website

Linkedin

Github

o SKILLS o

Creativity

Ability to Multitask

Time Management

Leadership and Teamwork

Critical thinking and problem solving

Effective Time Management

Customer Service

Fast Learner

Adaptability

Computer Skills

Microsoft Office

Ability to Work Under Pressure

Active Listening

Highly Motivated

Communication and Presentation

OBJECTIVE

Seeking a challenging position with a progressive organization that will effectively utilize my knowledge and expertise where I can grow with the organization and prove to be an asset for its effective functioning, be a team player for the achievement of organizational goals and its success.

EMPLOYMENT HISTORY

Front-end Developer at Freelancer on Upwork, Cairo, Egypt

August 2020 — Present

Main Technology used: HTML5, CSS3, Javascript, React.js, Node.js, Express, MongoDB, Git

Website and software application designing, building, and maintaining.

Using scripting or authoring languages, management tools, content creation tools, applications, and digital media.

Editing, writing, designing, and producing Website content.

Identifying problems uncovered by customer feedback and testing, and correcting or referring problems to appropriate personnel for correction.

Back up files from Web sites to local directories for recovery.

Evaluating code to ensure it meets industry standards, is valid, is properly structured, and is compatible with browsers, devices, or operating systems.

Maintaining an understanding of the latest Web applications and programming practices through education, study, and participation in conferences, workshops, and groups.

Developing ideas for new programs, products, or features by monitoring industry developments and trends.

Determining user needs by analyzing technical requirements.

Insurance Specialist at First Abu Dhabi Bank (FAB), Abu Dhabi, UAE

August 2018 — July 2020

Understand and identify the insurance needs of Emirati customers.

Ability to create an insurance need with customers.

Manages sourcing in a professional manner.

Ensures accuracy of all banks forms and documents executed by the customer.

Ensure optimal utilization of sales tools and resources.

Ensure minimum targets are met or exceeded.

Ensures compliance with sales objectives.

Responds to customer queries in a timely manner and documents complaints/issues.

Promote products in line with customer needs.

Maintain updated knowledge of insurance products and the insurance market trends.

Highly Organized

LANGUAGES

Arabic

English

HOBBIES

Reading, Photography, Coding, Football

Identifying customer needs and recommends the best-suited insurance options with the highest degree of customer service.

Contacting the existing customers for renewal of their Building insurance and to achieve monthly targets.

Seeking new lending institutions and maintaining good working relationships to secure competitive interest rates.

Manages new insurance policies and Maintains existing policies and claims forms to ensure continuous improvement within the organization.

Handling documentation provided for engineering or finance departments.

Finance & Insurance Coordinator at Al Tayer Motors, Abu, Dhabi, UAE

February 2018 — July 2018

Identifying customer needs and recommends the best-suited finance & insurance options with the highest degree of customer service.

Contacting the existing customers for renewal of their car insurance and to achieve monthly target.

Offering vehicle financing and insurance to customers and providing them with a thorough explanation of aftermarket products.

Seeking new lending institutions and maintaining good working relationships to secure competitive interest rates and financing programs.

Processing financing and leasing deals accurately and securing approval through the proper federal, state, and corporate channels.

Understanding and complying with federal, state, and local regulations that affect the new and used vehicle and finance department.

Creating and maintaining a program with the sales department that will ensure all new sales are referred to the Finance & Insurance (F & I) department.

Sales Officer at Union National Bank(UNB), Abu Dubai, UAE

July 2016 — February 2018

Manage large amounts of inbound and outbound calls in a timely manner.

Selling bank products like Personal loans & Insurance and Credit cards.

Follow communication "scripts" when handling different topics.

Identify customer's needs, clarify information, research every issue, and provide solutions and/or alternatives.

Seize opportunities to up-sell products when they arise.

Build sustainable relationships and engage customers by taking the extra mile.

Frequently attend educational seminars to improve knowledge and performance level.

Meet personal/team qualitative and quantitative targets.

Monitoring competitor activity and competitors' products.

Arranging appointments with customers, which may include pre-arranged appointments.

Telesales at Hospitality Dynamics Company for consulting, Dubai, UAE

April 2015 — June 2016

Selling annual membership for InterContinental Hotels Group which includes dining and accommodation benefits.

Contact potential or existing customers to inform them about a product or service using scripts.

Answer questions about products or the company.

Ask questions to understand customer requirements and close sales.

Direct assistance to the sales team when needed.

Enter and update customer information in the database.

Maintains quality service by following organization standards.

Take and process orders in an accurate manner.

Handle grievances to preserve the company's reputation.

Go the "extra mile" to meet the sales quota and facilitate future sales.

Keep records of calls and sales and note useful information.

Medical Representative at Haidylena for advanced medical industries, Cairo, Egypt

February 2012 — January 2015

Arranging appointments with doctors, pharmacists, and hospital medical teams, which may include pre-arranged appointments.

Building and maintaining positive working relationships with medical staff and supporting administrative staff.

Managing budgets (for catering, conferences, hospitality).

Making presentations to doctors, practice staff and nurses, hospital doctors, and pharmacists. Presentations may take place in medical settings during the day or may be conducted in the evenings at a local hotel or conference venue.

Keeping detailed records of all contacts.

Reaching (and if possible exceeding) annual sales targets.

Planning work schedules and weekly and monthly timetables.

This may involve working with the area sales team or discussing future targets with the area Team leader or sales manager.

Regularly attending company meetings and briefings.

Keeping up to date with the latest clinical data supplied by the company.

Monitoring competitor activity and competitor's products.

Maintaining knowledge of new developments in the National Health Service (NHS), anticipating potential negative and positive impacts on the business, and adapting strategy accordingly.

Developing strategies for increasing opportunities to meet and talk to contacts in the medical and healthcare sector.

EDUCATION

Bachelor's of Science, Tanta University, Tanta, Egypt

 ${\sf September\,2007-July\,2011}$

Chemistry Specialist.

COURSES

Computer Science Introduction Course (CS50 Certificate), HarvardX (Edx)

December 2020 — May 2021

Web Development Bootcamp, Udemy

February 2019 — July 2021

★ ACHIEVEMENTS

InterContinental Hotels Group, Dubai, UAE

October 2015 — Present

Certificate of Sales Achievement.

Hospitality Dynamics Company, Dubai, UAE

December 2015 — Present

The Machine Gun on Presentations Certificate.

FAB (First Abu Dhabi Bank), Abu Dhabi, UAE

October 2019 — Present

Certificate of Appreciation.

¶ REFERENCES

• References available upon request