Contact

**Address:**

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Languages

English – A 1

Arabic – A 1

Education

Bachelor of mangment information system

Summary

Experienced sales manager with a background in implementing and operating businesses programs and services. Exceptional negotiation, analytical, and planning skills. Ability to coordinate complex business details and motivate decision makers in highly competitive environments.

Skill Highlights

|  |  |
| --- | --- |
| * Project management * Strong communication skills * Complex problem solver * Developing budgets * Mentoring and coaching sales reps | * Creating and implementing a sales plan * Meeting sales goals by monitoring progress * Analyzing sales data * Presentation skills |

Experience

**• Sales manager**

**Travelion exhibition services 11/2018 – current**

**Expo Housing services - 01/2016 –10/2018**

• Managing organizational sales by developing a business plan that covers sales, revenue and expense controls.

• Meeting planned sales goals.

• Setting individual sales targets with the sales team.

• Tracking sales goals and reporting results as necessary.

• Overseeing the activities and performance of the sales team.

• Coordinating with marketing on lead generation.

• The ongoing training of your salespeople.

• Developing your sales team through motivation, counseling and product knowledge education.

• Promoting the organization and products.

• Understand our ideal customers and how they relate to our products.

**• Sales Representative**

**Expo Housing services - 01/2016 –10/2018**

**Pis solutions company - 03/2015 –10/2016**

Present, promote and sell products/services using solid arguments to existing and prospective customers

Perform cost-benefit and needs analysis of existing/potential customers to meet their needs

Establish, develop and maintain positive business and customer relationships

Reach out to customer leads through cold calling

Expedite the resolution of customer problems and complaints to maximize satisfaction.

Achieve agreed upon sales targets and outcomes within schedule

Coordinate sales effort with team members and other departments Present, promote and sell products/services using solid arguments to existing and prospective customers

Perform cost-benefit and needs analysis of existing/potential customers to meet their needs

Establish, develop and maintain positive business and customer relationships

Reach out to customer leads through cold calling

Expedite the resolution of customer problems and complaints to maximize satisfaction

Achieve agreed upon sales targets and outcomes within schedule

Coordinate sales effort with team members and other departments

Education

Bachelor of Management **Information Systems** - 2009

**Future academy**, Cairo

Certifications

• Maintenance of Hardware & Software

• Proficient user Microsoft office ( word , excel )

• superior user to the internet

• Web design diploma ( html,css,Adobe photoshop, Adobe Flash, Adobe dreamweaver )

Marwan Magdy

Hassan

**• Customer services Representative**

**Orange - 11/2014 –02/2015**

* Maintaining a positive, empathetic and professional attitude toward customers at all times.
* Responding promptly to customer inquiries.
* Communicating with customers through various channels.
* Acknowledging and resolving customer complaints.
* Knowing our products inside and out so that you can answer questions.
* Processing orders, forms, applications, and requests.
* Keeping records of customer interactions, transactions, comments and complaints.
* Communicating and coordinating with colleagues as necessary.
* Providing feedback on the efficiency of the customer service process.
* Managing a team of junior customer service representatives.
* Ensure customer satisfaction and provide professional customer support.

**• Sales Representative**

**Nokia - 01/2014 –10/2014**

* Establish as well as expand all new phone sales territories.
* Conduct cold call to potential customers.
* Prepare sales plan to develop personal book of business.
* Ensure to procure phone sales leads from different sources.
* Perform out bound calls through regional call center.
* Develop and maintain relations with new customers.
* Attain minimum standards for quotes, calls and sales quotas.
* Ensure to penetrate to current client base and enhance revenue.
* Ensure to quote prices as well as credit terms.
* Schedule product installation date on basis of knowledge of company’s production and execute schedules.
* Coordinate phone sales related customer training along with retention.
* Log new customer information and varied sales data for existing customers in computer database.
* Develop and maintain professional relations with clients.
* Investigate and solve conformance problems.