

Abdelrahman Ashraf

IT Specialist & Sales Agent



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Istanbul

CAREER OBJECTIVE

Adaptable professional with 2 years in real estate sales and IT within the same company, coupled with 6 years of freelancing expertise. Seeking a dynamic role in a progressive company to leverage my skills in optimizing technology infrastructure, driving innovation, and excelling in customer service. Results-oriented with 3 years of experience in conflict resolution, customer communications, and multi-site call center management. Committed to delivering efficient solutions, collaborating with teams, and making a positive impact while continuously expanding my knowledge in the dynamic IT and sales industries.

EXPERIENCE

Sales Agent (Real Estate) / IT special, Istanbul

YORK TOWERS, May 2021–Present

- Installing, configuring, and updating software related to real estate management, including Customer Relationship Management (CRM) systems like Bitrix24 to facilitate tracking and managing clients, handling requests, and transactions.
- Providing technical support to employees regarding software and hardware, efficiently and promptly resolving technical issues.
- Collaborating with other teams within the company to improve technological integration between departments and maximize the utilization of available technology.
- Communicating with vendors and monitoring technological developments to acquire the latest suitable solutions and technologies to meet the company's needs.
- Supported users with their day-to-day computer related queries in a timely manner.
- Advising clients on market conditions, prices, legal requirements and related matters.
- Contacting potential clients in the KSA and other countries in order to increase estate projects 'sales opportunities in both Georgia and Turkey.
- Maintaining and developing relationships with existing/new clients via telephone calls.
- Using CRM BITREX to record sales, correspondence, leads in internal database

FRONT END DEVELOPER

Freelancer, September 2018–Present

- Coordinated usability testing and corrective action of bugs and create advanced and up-to-date front ends using jQuery.
- Learned front-end object-oriented programming to develop client server systems.
- Tested websites on various platforms, verifying usability and website optimization.
- Create storyboards to visually display designs, presenting project plans and ideas to clients.
- Developed front-end AI solutions for finance, healthcare, and educational institutions.
- Cross-Browser Compatibility: Ensuring seamless interface compatibility across various web browsers.

SALES AGENT, Istanbul

Lorans Medical, August 2020–March 2021

- Comprehensive patient care: Ensured end-to-end patient satisfaction by diligently following up on their journey.
- Medical reviews and reports: Conducted thorough reviews and generated reports for patients, focusing on aspects such as hair, teeth, and overall body aesthetics.
- CRM Expertise: Utilized ZOHO CRM for efficient data management.
- IT Support: Played a pivotal role as an IT professional, actively contributing to program development, maintaining systems, and assisting colleagues with computer-related matters.

TELE-SALES AGENT

TSP Global Marketing Mansoura, December 2019–May 2020

- Organizing the whole journey of the upcoming patients by communicating with all of the stakeholders
- Understanding patients' needs correctly and taking necessary actions accordingly
- Convincing patients to come sooner for the treatment
- Preparing the necessary documents for the upcoming patient
- Developed a rapid and accurate sense of call interpretation and decision making during stressful situations to process multiple calls
- Operated communication equipment to receive incoming calls for assistance
- Resolved customers' complaints while identifying problems and taking appropriate corrective action, increasing client retention ratio significantly.

EDUCATION

HIGH SCHOOL DIPLOMA

MANSOURA SCHOOL, June 2020

SKILLS

Extreme High Level Of Computer And Internet Literacy.

Expert In Microsoft Office (Word, Excel, PowerPoint, Outlook, & OneDrive).

Expert In Customers' Satisfaction & Convincing.

Strong Communication, Leadership & Problem-Solving Skills.

Good Knowledge Of SEO (Search Engine Optimization).

Good Knowledge Of CRM System.

Use Of Notable Software And Tools: Cisco Packet Tracer, McAfee Antivirus, Windows Defender Firewall, Moodle, Google Classroom, Google Workspace (Docs, Sheets, Slides), And Database Management: MySQL

Professional Ethics: Adhering to high ethical standards in customer interactions, ensuring integrity and honesty to maintain a positive reputation for the company.

Communication Skills: Effective communication with team members and clients to ensure seamless collaboration.

CERTIFICATIONS

- Full Stack Development Track (UDACITY)
- HTML & CSS Fundamentals course (W3SCHOOLS)
- CS50 (Harvard University)
- Network Security (Udemy)
- Python 3 Tutorial course (SOLOLEARN)
- Red Hat Linux Operators Certificate (Udemy)
- CCNA (Cisco)
- Digital Marketing Diploma (MMA)

LANGUAGES

- **Arabic**
Native

- **English**
Intermediate