



# Mohamed Mahrous

Sales Administrator & Coordinator

Office Administrator

Driven sales Administrator and Office Administrator with over 4 years of sales experience in retail, strong background in both marketing and sales operations, proficient in Customer Service, Coordination, Administrative duties, and leading the staff, Passionate and motivated, with a drive for excellence, excellent reputation for resolving problems.

Dubai, UAE

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Employment Visa

## WORK EXPERIENCE

### Sales Administrator & Coordinator

Kingdom Dates, Dubai, UAE

03/2019 – Ongoing

- Train new sales Admin members.
- Train new sales Staff.
- Respond to complaints and give after-sales support.
- Post Job vacancies, screen resumes, and Conduct interviews.
- Coordinate with vendors and order supplies for Company Branches and Cafes.
- Verifying orders, including customers' personal information and payment details.
- Submitting and issuing Export Documents (Invoices, Packing list, COO, and Phyto).
- Development and Preparation of Sales Proposals, Contracts, and other support materials.
- Performs as a liaison between departments on processing and submission.
- Provide information regarding products, order status, and pricing to customers via phone & E-mail.
- Oversee scheduling of staff members and be able to quickly find replacements in the event of a staff member being sick or absent.

### Office Administrator & Personal Assistant

Tycoon Marine, UAE, and Egypt

04/2016 - 03/2019

- Answering phone calls.
- Organizing and planning meetings.
- Taking notes and writing minutes during meetings.
- Preparing communications on behalf of a manager.
- Post Job vacancies, screen resumes, and Conduct interviews.
- Monitoring a reporting manager's email and responding if required.
- Conducting or preparing any research that the reporting manager may require.
- Maintains office staff by recruiting, selecting, orienting, and training employees.
- Supports company operations by maintaining office systems and supervising staff.

### Call Centre Agent

Orange (IMI), Cairo

06/2014 - 01/2016

- Take customer calls and provide accurate, satisfactory answers to their queries.
- De-escalate situations involving dissatisfied customers, offering assistance and support.
- Call clients and customers to inform them about the company's new products, services, and policies.

### Front Desk Agent

El-Rahma Specialized Hospital, Cairo

01/2012 - 03/2014

## ACADEMIC BACKGROUND

### - Educational Diploma

Faculty of Education

Minya University, 2012, Egypt

### - Bachelor's Degree- English Department

Faculty of Arts.

Minya University, 2010, Egypt

## LANGUAGES

Arabic: Native

English: Advanced

## COURSES

- HR First Step in Arabic (Udemy).
- ICDL
- Operation Coordinator for 3 Months.

## ACHIEVEMENTS AND AWARDS

- Trained 2 Sales Administrators to ensure attention to detail and adherence to the company.
- Trained 10 Sales Staff (Different Nationalities).
- Participate in Gulf Food 2019.
- Participate in Gulf Food 2022.
- Participate in Gulf Food 2023.

## SKILLS

- Customer service skills.
- Communication skills.
- Excellent leadership.
- MS Office.
- Teamwork.
- Problem-Solving.

## Hobbies

- Travelling
- Writing