



Sherif Mohamed Fakhry Fayed

Contact

Address
6th of October city, 4th district,
5th neighboring, building 1106

Skills

- ◆ Communication skills
- ◆ Issue resolution
- ◆ Goal-oriented
- ◆ Negotiation
- ◆ Relationship-building
- ◆ Flexible schedule
- ◆ After sales support
- ◆ Creativity
- ◆ Patience
- ◆ Team Player

Professional Summary

Former swimmer at the team of wadi degla club (2011-2016)
Motivated to make my name stand out in my work space.
Always eager to learn more.
Trying to be creative, handling and solving problems.
Can work in a team.
Achieving set goals and targets.

Work Experience

Jan ٢٠٢٤ -

**Concentrix, ٦th of October
Advisor |, Customer Service**

- Accurately listen to, record and respond to customer communications
- Direct incoming customer queries to the advice or service that will best meet their needs
- Work with order systems to solve problems and reach satisfactory conclusions
- Work quickly and efficiently and within company guidelines
- Communicate in a friendly and professional manner with customers and internal departments
- Upsell products or services as appropriate

Nov ٢٠٢٢ - Dec ٢٠٢٢

**Whyt Investment , ٦th of October
Junior Sales**

- Assisting clients to make sound property-purchasing decisions.
- Finding clients in need of consultancy services through cold-calling, advertising, and business presentations.
- Analyzing market trends and demographics to identify the most sought-after and profitable areas.
- Consulting with clients to identify their needs, preferences, and financial concerns.

Sep ٢٠٢٢ - Nov ٢٠٢٢

**The Address Investments, Sheikh Zayed
Property Consultant**

- Assisting clients to make sound property-purchasing decisions.
- Finding clients in need of consultancy services through cold-calling, advertising, and business presentations.
- Analyzing market trends and demographics to identify the most sought-after and profitable areas.
- Consulting with clients to identify their needs, preferences, and financial concerns.

Sep ٢٠٢٢ - Oct ٢٠٢٢

**Target Educational Institution, ٦th of October
Marketing Manager**

- Acting marketing manager
- Responsible for social media marketing
- Content generation
- Gathering leads

Sep 2018 - Nov 2018

Endless Creations, Mokkatam

Account manager

- Provided exemplary level of service to clients, maintaining and improving relationships for future business opportunities.
- Increased revenue by obtaining and securing new accounts while providing value-added services to existing clients.
- Frequently visited customers to maintain positive and productive relationships.
- Communicated with customers to immediately determine resolve problems, avoiding escalation.
- Grew customer base by acquiring new customers and identifying needs to deliver relevant products.
- Interfaced with customers to resolve problems and meet diverse needs.
- Negotiated and closed deals with minimal required support from sales and finance managers.
- Maintained productive relationships with existing customers through exceptional follow-up after sales.

Jun 2017 - Aug 2017

Aramex, 1th of october

Transportation Coordinator

- Updated clients on transport time, order process and promptly reporting delays when required.
- Maintained outstanding relationships with transportation companies to obtain best prices for courier costs.
- Kept delivery operations running smoothly, efficiently by monitoring operations and traffic reports.

Education

Feb 2018 - Jul 2022

Ahram Canadian University

Bachelor of Business Administration

(Marketing)

Training Courses

H.R Management Diploma

- EgyCham (Vo Credit Hours, Accredited by Ain Shams University & HRCI & SHRM)

Languages

Arabic – **Native**

English – **Advanced**

References

Ready upon request.