

## Elsayed Ibrahim

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**Phone:** 056 168 43 60.

**Address:** Dubai – UAE.

**Nationality:** Egyptian.

**Date of Birth:** 01/08/1996.

**Language:**

- Arabic: Native.
- English: Excellent.



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### Objectives:

Securing a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the organization.

### Education and Training

- **Bachelor degree in Commerce (Accounting Major) from Tanta University (May 2019).**
- **Professional Financial Accountant Training** at Tanta University (from Jun to Aug 2019).
- **Banking Training** at Egyptian Banking Institute (from Jun to Aug 2018).
- **Graphic Design Course** from American University in Cairo (from Jun to Aug 2017).
- **Microsoft Office Specialist Master Course** from Tanta University (from Jun to Aug 2016).

### Experience:

- **Sales Representative** in **LC Waikiki** (from Jan 2022 to Oct 2022).
  - Duties include:
    - Operating the cash register and handling various forms of payment including, credit cards and cash.
    - Stocking, pricing and displaying new merchandise items the store receives.
    - Helping clients find particular styles or clothing items they want from the store's inventory.
    - Using customer service and interpersonal skills to sell various clothing items.
  - Skills improved:
    - Customer service.
    - Cash handling.
    - Communication.
- **Teller** in **Alahy Exchange** (from Sep 2019 to Dec 2021).
  - Duties include:
    - Manage cash and cheque transactions at the counter and ensure delivery of quality service to customers while adhering to operational controls.
    - Carry out branch transactions smoothly and in a timely manner.
    - Reconcile cash drawers at the end of the shift.
  - Skills improved:
    - Communication and customer-service.
    - Time-management.
    - Math and computer.

- **Sales Representative** in **2B Electronics** (from Sep 2018 to May 2019).
  - Duties include:
    - Overall responsibility of the day-to-day sales activities.
    - Ensuring the sales performance meets the agreed KPI and targets set.
    - Up-sell products.
    - Continuous improvement in the store's CRM.
    - Timely collection of customer dues related to the sales activities.
  - Skills improved:
    - Knowledge of appliances products.
    - Customer service.
- **Customer Service Agent** in **Etisalat** (from Sep 2016 to May 2018).
  - Duties include:
    - Provide accurate information (e.g., plans, pricing and after-sales services).
    - Cross-sell products.
    - Helping customers chose suitable internet plan and signing the contract.
    - Manage complaints, provide proper solutions and options within the time limits.
  - Skills improved:
    - Problem solving and communication.
    - Cross-selling.
    - ERP using.

**Soft Skills:**

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|-----------------------|--------------------------------|
| • Computer: Advanced. | • Microsoft Office: Excellent. |
| • Math: Excellent.    | • Photoshop: Intermediate.     |

**Personal Skills:**

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|--------------------|----------------------|
| • Communication.   | • Critical Thinking. |
| • Time Management. | • Teamwork.          |