

ESLAM ELSHARKAWY

To work with best of my abilities and skills in order to benefit my organization also to be better other in this competitive Time an influential position in the organization. To secure a position within a reputation recruitment organization where my previous experience sales and recruitment skills can be effectively utilized to maximize potential



PERSONAL

- Name**
Eslam Elsharkawy
- Address**
Hamdan St
Abu Dhabi
- Phone number**
971521056556
- Email**
Eslam.samy91@outlook.com
- Date of birth**
01-05-1991
- Visa status**
Visit visa
- Gender**
Male

- Nationality**
Egyptian
- Marital status**
Single

LANGUAGES

- Arabic ★★★★★
- English ★★★★★

SKILLS

- Sales and account management experience
- Experience using sales tracking or customer relationship management (CRM) software
- Prospecting and lead generation and nurturing experience
- Sales planning and organization skills
- Closing skills
- Client relationships
- Customer-focus
- Presentation skills
- Communication skills
- Negotiation and collaboration
- Product knowledge
- Problem solving
- Mentoring and coaching
- Leadership
- Business computing skills



WORK EXPERIENCE

Oct 2021 - May 2023 **Senior Sales Executive, Event Coordinator**
[Yasmena Cycles, Abu Dhabi](#)

Drives business by identifying and selling prospects and maintaining relationships with clients.

Enhances staff accomplishments and competence by planning delivery of solutions, answering technical and procedural questions for less experienced team members, teaching improved processes, and mentoring team members.

Expands business opportunities by identifying prospects and evaluating their position in the industry and researching and analyzing sales options.

Sells products and services by establishing contact and developing relationships with prospects and recommending solutions.

Consultative sales approach to close a new business.

Ability to develop and execute business plans to reach and surpass defined revenue goals.

Maintains quality service by establishing and enforcing organization standards.

Dealing with the cash and card transactions.

Prepare and deliver appropriate presentations on products and services.

Create frequent reviews and reports with sales and financial data.

Ensure the availability of stock for sales and demonstrations.

Participate on behalf of the company in exhibitions or conferences.

Negotiate/close deals and handle complaints or objections.

Collaborate with team members to achieve better results.

- Apr 2018 - Mar 2021 **Customer Happiness Representative**
 Axiom Telecom (DU), Abu Dhabi

Handle customer complaints, provide appropriate solutions and alternatives within the time limits, follow up to ensure resolution.
 Keep records of customer interactions, process customer accounts and documents.
 Follow communications procedures, guidelines and policies.
 Take the extra mile to engage customers.
 Build sustainable relationships and trust with the customer accounts through open and interactive communications .
- Jan 2017 - Mar 2018 **Senior Sales Executive**
 Adventure Hq, Abu Dhabi (Water Sports Department)
 (Diving, swimming, kayaking, Stand up paddling, Fishing, kite surfing,)

Planning and executing solutions for the sales team.
 Identifying business opportunities with prospective customers.
 Maintaining relationships with larger clients .
 Preparing reports by collecting sales info and statistics.
- Jan 2014 - Dec 2016 **Sales Executive, Event Coordinator**
 Adventure Hq, Abu Dhabi (Water Sports Department)
 (Diving, swimming, kayaking, Stand up paddling, Fishing, kite surfing, wakeboarding)

Greeted customers and determined their needs.
 Discussed type, quality and number of merchandise required for purchase.
 Explained the use and advantage of merchandise to customer.
 Maintained sales records for inventory control.
 Resolve customer complaints or involves the appropriate manager to ensure customer satisfaction.
 Handling the cash and credit card receipts and extract the daily reports.
 Stamps attaché's price tags on merchandise and checks tagged prices to verify accuracy referring to price list.
 Checks inventory listing with actual inventory on shelf and reports discrepancies to supervisor.
 Set up promotional displays, makes signs or arrange merchandise on counters.
 Coordinate and promote the marketing events for the company.



EDUCATION AND QUALIFICATIONS

- Jun 2008 - Sep 2012 **Bachelor of Law**
 Al Sadat University, Al Sadat



SKILLS

- Excel ★★★★★
- Word ★★★★★