

Eslam Ehab ElKharat

Dubai, UAE +971521084491,

Eslam.ehab.pht@gmail.com

Seeks an opportunity to utilize sales and persuasive expertise to exceed sales targets and convert prospective clients into repeat customers in a challenging workplace. Thrives in a fast-paced environment to maintain a customer-centric approach and achieve a 95%+ customer satisfaction and beyond.

Summary of Qualifications

- Provide support and information about products or services.
- Respond promptly to customer inquiries and concerns via phone, emails, or chat.
- Empathy, effective communication, and problem-solving.
- Attracts potential customers, creates cross-selling opportunities.
- Increase brand visibility and reputation.
- Actively shares relevant information, clearly communicates, and listens to feedback.
- Regularly feedback insights gained from community moderation into the Social Media team.
- Monitor all industry and company information and news to anticipate potential issues.
- An eager desire to learn the business within an emerging, competitive, and rapidly growing industry.

Education

Master's Degree in Chemistry, (Anticipated 2024)

Alexandria university, Egypt

Bachelor degree Chemistry 2012-2018

Alexandria University, Egypt

- Social Media Advertising, University of Colorado, 2024.
- One-Minute habits for success course, completed 2023.
- Developing your emotional intelligence course, completed 2023.
- Speaking confidently and effectively course, completed 2023.
- Effective listening course, completed 2023.
- Persuading others course, completed 2023.
- ISO 9001: 2015 Awareness course.
- Occupational Safety and Health course.
- Digital marketing course (2024).

Professional Experience

DR. NUTRITION, Dubai



Sales representative

(December 2021)-(Present)

*Due to my outstanding convincing gift , the company chose me to work in line with the sales department during the second shift.

Main Responsibility

- Answering client questions about credit terms, products, prices, and availability.
- Apply Body Mass Index (BMI) test to help the customers to choose the right product.
- Helping determine pricing schedules for quotes, promotions, and negotiations.
- Preparing weekly and monthly reports, maintaining client records.
- Coordinating sales efforts with marketing programs.
- Preparing and submitting sales contracts for orders.
- Visiting clients and potential clients to evaluate needs or promote products and services.
- Become aware of store sales and KPI targets, as well as individual performance targets, took ownership over them and use all available store resources to meet or exceed them.
- Communicate product features, benefits and unique selling points clearly to address customers' needs and strengthen their connection to the Brand.
- Responding to customers emails, calls and inquiries on social media platforms to resolve the problems with empathy and care such as payments, wrong orders, delivery issues and refunds by offering advice in professional manners.

Additional Work Experience

European Egyptian Pharmaceutical Industries, Egypt

Quality control chemist at Quality Control labs

(December 2020) - (September 2021)



Main Responsibility

- Organized, flexible individual with good communication and attention to detail.
- Trained new colleagues on various tests/procedures within the raw material laboratory to be in compliance with all current GMP's.
- Responsible of monitoring the temperature and humidity of QC labs.
- Responsible of entering the data of QC labs.

European Egyptian Pharmaceutical Industries, Egypt

Analytic Chemist at R&D Lab (Methodology Lab)

(September 2020)-(December 2020)

Main Responsibility

- Works in support the product development and application in the field.
- Interacted with pharmaceutical development group to develop chiral analysis procedures using HPLC and CE for various pharmaceutical research products.
- Tutored and trained colleagues in the use of GC-MS instrumentation for sample analysis.

Personal Information

- Date of birth: 01/11/1995.
- Nationality: Egyptian.
- Marital status: single.
- Military services completed, 2019.
- UAE driving license.
- Egyptian driving license.