

Mohamed Galal

Customer Service Specialist



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Dedicated and proven Sales and Customer care support with an extensive and successful sales record of over 5 years, alongside expertly leading dynamic Sales Teams to generate sales growth and exceed targets by developing value-adding sales strategies.

Proficient at orchestrating all aspects of the sales cycle, from consulting with clients to gathering requirements and proposing solutions, to managing contracts and facilitating technical training for end-users. Excellent at identifying top performers and cultivating sales abilities in both new and existing team members. Focused on customer satisfaction throughout all stages of the sales life cycle, with exceptional drive and dedication to ensure company goals are exceeded.

RELEVANT SKILLS

Planning

Presentation

Problem-solving

Results-driven

Customer service

Sales support

Microsoft Office

Complaint resolution

Product knowledge

Service knowledge

Multitasking

Creativity

adaptability

PROFESSIONAL EXPERIENCE

Al Atebaa Currency Exchange Establishment

Teller "Currency exchange Agent"

September 2019–Present

- Ensure transactions are completed in an efficient manner with a high level of accuracy
- Open / close branches as required and ensure all tasks and checks are completed
- Follow compliance procedures, company policies and abide by all health and safety guidelines as per company standards
- Perform administrative tasks such as filing, generating reports and maintaining mail correspondence
- Provide support and information to customers, over the counter and by phone
- Maintain a cash float and follows balancing and reconciling procedures
- Prepare daily 'End of Day' sheet at the close of each business day.

Tie House Group

Sales Associate

June 2018–August 2019

- Ensured high levels of customer satisfaction through excellent sales service
- Provided exceptional customer service and support to customers.
- Attended workshops to enhance technical skills, resulting in improved customer interactions.
- Remain knowledgeable on products offered and discuss available options

Oriental Weavers

Sales Support

September 2016–2018

- Maintaining up-to-date knowledge of products and services, including competitor offerings
- Provided friendly and professional customer service including after-sales care and complaint resolution • Professional networking to develop relationships with new and existing clients.
- Negotiated contracts with clients to achieve mutually beneficial agreements.
- Ensured the availability of stock for sales and demonstrations

Education

Alexandria University, Egypt

Bachelor of Social Services.

LANGUAGES

Arabic: Native

English: Proficient

May 2019