

# Mohamed Rezk

## Internal Sales Specialist

Internal Sales Representative who seeks to utilize and enhance the skills I've attained in paving a more challenging career. Over the past years of direct work experience in sales I've maintained customer databases and information for potential consumer sales and surpassed expected targets. My flexibility in adapting to new situations has helped me balance between my academic studies and the technical knowledge I've gained in sales. Currently, I'm seeking a gateway to release my full potential in various fields where skill exceeds knowledge.

## Work History

**2019-03 -  
Current**

### Internal Sales Representative

*Ceramica Cleopatra Group, Alexandria, Egypt*

- handled data entry for warehouse stocks using Oracle
- followed up and supervised agent withdrawals
- coordinated restocking of sales floor with current merchandise and accurate signage for current promotions.
- achieved sales goals and service targets by cultivating and securing new customer relationships.
- logged reports, expenses, receipts and sales documents into digital database.
- implemented up-selling strategies such as recommending accessories and complementary purchases to boost revenue.
- oversaw incoming and outgoing products in company factories and monitored stocks within warehouses
- underwent daily inventory checks
- responsible for monitoring stock balance of branch

**2016-06 -  
Current**

### Freelance Translator

*Self-employed, Alexandria*

- translated documents in Arabic and Turkish.
- proofread, edited and improved documents of

## Contact

### Address

Alexandria, Egypt, 21311

### Phone

012 29838103

### E-mail

rezkmohamed259@yahoo.  
com

### LinkedIn

linkedin.com/in/  
/mohamed-rezk

## Skills

Customer Relations

●●●●●  
Excellent

Conflict resolution

●●●●●  
Very Good

Data management

●●●●●  
Excellent

Computer skills

●●●●●  
Excellent

## Languages

Arabic

●●●●●  
Excellent

Turkish

●●●●●

different sizes and nature

Excellent

2018-12 -  
2019-03

## Customer Service Representative

*ECCO, Alexandria, Egypt*

- provided primary customer support to customers
- handled work using SEPAL and SECAT software programs
- used company troubleshooting resolutions to evaluate technical problems and find appropriate solutions.
- followed up on customer complaints
- worked with a team to organize and collaborate work tasks

English

●●●●●  
Very Good

## Education

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2013-09 -  
2017-06

## Bachelor of Arts: Turkish Language And Literature

*Faculty of Arts, Department of Oriental Languages - Alexandria University*

## Additional Activities

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### Community Involvement

- Participated in the Faculty of Commerce, Alexandria University Orphan's Day events from 2014 – 2017
- Participated in a charity drives for underprivileged villages on the outskirts of Alexandria 2015 – 2017
- Participated in charity drives in Alexandria University where we collected donated clothing and delivered them to needy families in our community 2015 / 2016

### Academic Activities

- Helped organize a workshop held from April 26 – 28, 2015 in the Faculty of Commerce, Alexandria University titled Skillophobia
- Helped organize a seminar on women empowerment, She's Strong like a Diamond held in the Faculty of Commerce, Alexandria University on November 18, 2017

### Extra-Curricular Activities

- Joined in the faculty sports events as an active participant for both the Faculty of Arts and Faculty of

Commerce 2014 – 2016

- Registered in a collaborative book club organized by  
the Faculty of Arts and Faculty of Education 2015