

Aisha Hamed Rabea

MAADI, CAIRO, EGYPT

Aishahamed015@gmail.com

+201060676256 , 01552686521

Overall technical diversity

As a versatile professional with a background in technical support, sales, and legal studies, I bring a unique blend of skills to the table. My experience spans the construction, real estate, and clothing sectors, where I have excelled in customer service, sales strategies, and technical troubleshooting. Holding a Bachelor's Degree in Law from Cairo University, I am well-equipped to handle complex challenges and contribute effectively to any organization.

Summary Statement

Career highlights

- **Present position in one of leading companies in Construction and Real Estate Company (Way sales):. Sales specialist**
 - Develop and implement effective sales strategies to achieve company goals and targets.
 - Identify and prospect new clients through various channels, including networking, referrals, and cold calling.
 - Conduct market research to identify potential opportunities and stay updated on industry trends.
 - Present and demonstrate company products and services to potential clients.
 - Prepare and deliver compelling sales presentations and proposals.
 - Negotiate and close sales deals to achieve revenue targets.
 - Build and maintain strong, long-lasting relationships with clients.
 - Provide exceptional customer service and support throughout the sales process.
 - Collaborate with the marketing and project teams to ensure customer satisfaction and successful project delivery.
 - Maintain accurate records of sales activities and client interactions in the CRM system.
- **Past position: in one of leading companies in Global Clothing Manufacturer and Supplier: Venice : Store Specialist**
 - Organize and manage daily store operations efficiently.
 - Receive, inspect, and record new inventory.
 - Ensure goods are stored in an organized and accessible manner.
 - Monitor inventory levels and ensure timely replenishment.
 - Prepare regular inventory reports and maintain accurate records.
 - Collaborate with purchasing and production teams to ensure necessary materials are available.
 - Maintain a clean and safe working environment in the store.
 - Utilize inventory management systems and relevant software.
 - Make technical studies (Obsolescence, diagnose problems and efficiency) as well as feasibility study & budget for new projects/ upgrades for old systems & production lines which need be upgraded and determine needed new components and its specification.
- **Past position: in one of leading companies in out-sourcing to Orange Naos (Outsourcing to Orange) : Technical support specialist**
 - Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
 - Diagnose and resolve technical hardware and software issues.

- Assist users in troubleshooting problems with their devices and services.
- Respond to queries either in person or over the phone.
- Provide step-by-step instructions and support to customers to resolve technical issues.
- Maintain accurate records of client interactions and technical issues in the support system.
- Escalate complex issues to the appropriate internal teams as necessary.
- Follow up with customers to ensure full resolution of issues.
- Monitor and manage multiple customer interactions simultaneously.
- Stay updated with the latest technology trends and products to provide informed assistance.

Education

Bachelor's Degree in Law, Cairo University, Class of 2021

Skills & abilities

- Analytical Thinking: Ability to analyze complex problems and develop effective solutions.
- Attention to Detail: Meticulous in ensuring accuracy and quality in work tasks.
- Problem-Solving: Skilled in identifying issues and implementing practical solutions.
- Technical Proficiency: Proficient in using various software and technical tools relevant to the industry.

Languages

Arabic Native language.
English Fluent both in reading, writing and speaking.

Biography

Nationality: Egyptian

Gender: Female

Marital Status: Single

DATE OF BIRTH: 24/10/1998

REFERENCES: Available upon request