

Osama MAHMOUD MOHAMED



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🏠 6 October , Giza , Egypt
📅 Date of birth 10/16/1984
☎ 010 10038695
👤 Married

Skills

Ability to present the company
KPI monitoring and analysis
Hiring and training management
Sales and target-driven
Decision-Making authority
Market research analysis
Sales forecasting
Creative thinking
Superior negotiation skills
Strategic planning
Sales funnel management

Languages

Arabic
English

Education

07/2014 -
12/2014

LEOPARD EGYPT Education And Training Services (Sponsored by Ain Shams University)
Giza , Egypt

Mini MBA cholarship

Management & Human Resources Management & Project Management & Innovation Management & Marketing & Sales & Supply Chain & Change Management & Business Finance

09/2005 - 11/2005

Future Generation Foundation (FGF)
Giza , Egypt

Basic Business Skills Acquisition

Developed Language and Computer Skills, Enhanced Presentation & Project Development Skills, Acquired Basic Business Skills including: Marketing, Sales, Human Resources, Banking, Accounting, Business Correspondence and Report Writing

2001 - 2005

Menofia University
Egypt

Faculty Of Law

Work experience

01/2019

Uniform Zone
Giza, Egypt

Small business Partner

12/2012 - 07/2018

Al Waseela international company (AWI Group)
Eastern Province , Saudi Arabia

Sales & Marketing Manager

- Attracted clients, negotiated contracts and closed deals through sales strategies and personable demeanour.
- Monitored advertising campaign performance, providing clients with detailed reports and recommendations for optimisation.
- Responded promptly to client enquiries and concerns, resolving issues quickly to maintain trust and satisfaction.
- Led a team of advertising sales professionals, providing training and support to enhance performance and achieve targets.
- Developed and implemented strategic advertising sales plans to increase company revenue and market share.
- Analysed market trends and competitor activities to identify new business opportunities and areas for growth.

01/2010 - 01/2012

M SOU (women's wear)
Egypt

Sales Franchise Manager

- Implemented customer feedback mechanisms within the franchise network to enhance service quality and satisfaction.
- Conducted comprehensive market research to identify growth opportunities and emerging trends in franchising.
- Negotiated franchise agreements, ensuring compliance with legal standards and company policies.
- Organised and led training programmes for new franchisees, focusing on sales techniques and business management.

01/2009 - 01/2010

Vodafone Egypt
Egypt

Customer Care Representative (Complaint Team)

- Handling all escalated customer complains from customer service team
- Resolving customer complaints in time and treats them as business opportunities to ensure Continuous improvement and development

Work experience

02/2007 - 01/2009

Vodafone Egypt
Egypt

Customer Care Representative

- Handling all incoming calls to the call center (888)
- Providing best possible service to both external and internal customer to achieve highest level of customer satisfaction

01/2016 - 01/2017

Raya Company
Egypt

Call Center Agent

- Handling all incoming calls to the call center (Miraco Carrier Project)
- Providing proper information to customers with complete and comprehensive understanding Of products, services
- Arranging dates for the customer's maintenance team visit