

# Mahmoud Ashraf Zayed

## Sales Representative | Customer Service Specialist

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🛡️ Completed 🧑 Male 📄 A20345126 🌐 linkedin.com/in/mahmoud-zayed300 🌐 https://wa.me/2001282975797?text=

🚗 Valid Driving License

## PROFILE

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A dynamic, results-driven Sales and Customer Service Representative specializing in lead generation, client retention, and strategic negotiation. Adept at transforming customer objections into high-value sales opportunities and managing the full sales cycle. Committed to delivering measurable revenue growth, optimizing branch operations, and providing exceptional customer experiences.

## PROFESSIONAL EXPERIENCE

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### Damanhour Health Administration

11/2015 – present

*Health Inspector and Supervisor of Childhood Vaccination Campaigns and Food Control*

Elbehira, Egypt

- Supervised public health compliance, food safety inspections, and coordinated regional childhood vaccination logistics across municipal clinics (Government Official role)

### CARE- For Cosmetics

08/2021 – Present

*Sales & Customer Service Representative*

EL Beheira, Egypt

- **Client Base Expansion:** Identified and secured new high-potential B2B and B2C clients within the cosmetics sector, successfully increasing the company's regional market share by 15%.
- **Product Expertise & Consultation:** Delivered professional consultations regarding skincare formulations and product specifications, enhancing customer trust and boosting recurring retention rates.
- **Negotiation & Deal Closing:** Formulated customized payment terms and volume discounts to close high-ticket sales, consistently exceeding quarterly sales targets by an average of 12%.
- **Customer Support & Resolution:** Efficiently managed and resolved complex product inquiries and client complaints, maintaining a 95%+ post-sale customer satisfaction rating.
- **Reporting & Inventory Feedback:** Prepared precise weekly sales tracking logs and compiled consumer trend insights to align inventory management with changing market demands.

### Telecom Egypt (WE)

08/2020 – 09/2022

*Indoor Sales Representative*

EL Beheira, Egypt

- **Sales & Target Achievement:** Marketed high-speed home internet services, data bundles, and mobile lines, contributing to the branch hitting 115% of its cumulative monthly sales KPIs.
- **Customer Relations:** Welcomed over 45+ daily branch visitors, using active listening to match consumer consumption patterns with optimal data packages.
- **Cross-Selling & Upselling:** Generated incremental branch revenue by actively pitching value-added digital services and premium tailored promotions to existing subscribers.
- **Technical & Billing Support:** Diagnosed and troubleshot primary technical connectivity or billing discrepancies on the spot, significantly reducing client wait times.
- **Account Management & CRM:** Registered contracts and handled customer onboarding data within the internal CRM system with 100% accuracy, ensuring seamless service activation.

## EDUCATION

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### Technical Health Institute . ALEXANDRIA UNIVERSITY

2012 – 2014

*Health Technical Diploma Section of : Public Health and Community*

Alexandria, Egypt

Grade : Excellent (GPA : A)

## SKILLS

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- **Sales Strategy:** Lead Generation, Closing Deals, Handling Objections
- **Core Relations:** Partnership Building, Active Listening, Persuasion
- **Technical:** Microsoft Excel, Word, PowerPoint, CRM Systems
- **Productivity:** Time Management, Problem-Solving, Teamwork

## LANGUAGES

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**Arabic:** Native Speaker

**English:** Professional Working Proficiency

**German:** Basic Knowledge (A1/A2) Level

## CERTIFICATES

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### Basic Life Support (BLS) [↗](#)

- American Heart Association (Alexandria - Egypt).  
Issued: May 2023

### professional work Systems [↗](#)

- (EDRAAK & American University In Beirut) Online Course Jul - 2020

## COURSES

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### German language Course

LERNQUADER NACHHILFE KAIRO

04/2024 – present

Alexandria, Egypt

## INTERESTS

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Football | Reading | Swimming