

Abdelrahman Elwan

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I am motivated, resourceful, and dedicated to making a positive impact and helping the organization achieve

success. I am positive that my experience as a Customer Service Representative and my skills in presentation and analysis will be a great value-add to your team.

5 years of experience as a Customer Service Representative

3 years of experience as a Sales & Marketing Representative

2 years of experience as a Real Estate Agent

Advanced skills in Customer Service, Call Answering, Affiliate Marketing

Available to work ASAP

Work Experience

Dental Receptionist

Crown teeth - Cairo

January 2023 to August 2024

Call Centre Representative

3C Contact Services Inc. - Vaughan, ON

January 2024 to February 2024

I was Booking appointments for Inbound and Outbound calls

Financial Advisor

myle transportation - Florida City, FL

August 2022 to September 2023

2 years of experience

Job Responsibilities:

- Conducted market research to identify investment opportunities
- Developed and implemented financial plans for individual clients
- Monitored and analyzed client portfolios to optimize performance
- Provided regular updates and recommendations to clients on investment strategies

Customer Service Representative

3 years of experience

Responsibilities:

- Responded to customer inquiries and provided solutions to their concerns
- Handled customer complaints and grievances in a professional manner
- Maintained accurate customer records and updates

Achievements:

- Successfully resolved 98% of customer queries within the first interaction

- Developed and implemented a new customer service protocol that resulted in a 23% increase in customer

Real Estate Agent

2 years of experience

Responsibilities:

- Conducted research on properties and analyzed market trends
- Made recommendations to clients based on their needs and preferences
- Negotiated deals and contracts between buyers and sellers

Achievements:

- Closed 10 deals in 2 years, exceeding annual sales quotas by 50%
- Developed a strong network of potential buyers and sellers, resulting in a 30% increase in referral business

Sales & Marketing Representative

3 years of experience

Responsibilities:

- Developed and maintained relationships with existing clients to ensure customer loyalty.
- Identified new sales leads and opportunities through market research and networking.
- Prepared and delivered sales presentations to potential clients to showcase product offerings.
- Analyzed sales data and trends to create market reports and provided insights to the management team.

Achievements:

- Exceeded sales targets by 20% in the first year of employment, resulting in a monetary reward.
- Successfully closed a deal with a major client, increasing the company's revenue by 15%.
- Developed and implemented a new lead generation strategy, resulting in a 30% increase in qualified leads.

Education

Bachelor's Degree in Latest Education

bogomolets - Київ, Київ

December 2016 to September 2022

Skills

- Customer Service : Advanced Call Answering : Advanced Affiliate Marketing : Advanced CRM : Advanced Advertising : Intermediate
<https://grabjobs.co>

Certifications and Licenses

Latest Education: Bachelor's Degree