

Education

6 October University, Faculty of Politics & Economics, Egypt

(Sep 2016 – Jun 2020)

Bachelor's in Economics & political science

Major: Political science

Experience

SODIC – SODIC Clubs, Cairo Egypt

(Jan2025 – Present)

Sales Supervisor – Commercial Department:

- Lead, motivate, and manage a team of sales representatives.
- Set individual and team sales targets aligned with company goals.
- Monitor performance metrics (daily, weekly, monthly) and provide coaching and feedback
- Support in closing sales & maximizing conversion rates by maintaining a strict follow-up plan with the team
- Lead a team of 6 sales executives + 2 sales operation.
- Identify sales opportunities (corporate partnerships, events activations, referrals)
- Prepare & present sales reports regularly to senior management.

Optimum Nutrition – Glanbia, Giza Egypt

E-Commerce Supervisor - Commercial Department:

(Dec 2023 – Dec 2024)

- Manage and optimize the company's eCommerce platform, ensuring a seamless online shopping experience for customers.
- Analyzed sales performance and customer insights to improve conversion rates and enhance user experience.
- Identify trends and patterns in data to inform business strategies.
- Collaborate with cross-functional teams to review data requirements and provide analytical support.
- Stay up to date with industry trends and advancements in data analytics.
- Coordinated with the commercial team to develop and implement sales strategies.
- Stay informed about industry trends and eCommerce best practices.
- Conduct & present competitive analysis to identify market opportunities and threats to management.
- Executed deals with key accounts in the region such as: Amazon, Jumia, Noon, & Sporty Pro

SODIC – SODIC Clubs, Cairo Egypt

(Jan 2022 – Dec 2023)

Sales Executive – Commercial Department:

- Contacted and qualified leads through various channels, including cold calling, referrals, and networking.
- Conduct sales presentations to potential clients, showcasing SODIC Clubs' facilities, memberships, and services.
- Convert qualified leads into confirmed memberships or sales agreements.
- Achieve and exceed monthly and annual sales targets set by the Sales Manager.
- Gather and report on customer insights to help refine the sales strategy.
- Collaborate with the marketing team to create campaigns that attract new members and customers.
- Maintain accurate and up-to-date records of all interactions with clients in the CRM system.
- Prepare and submit weekly/monthly sales reports and forecasts to the Sales Supervisor.
- Work closely with other departments, such as Marketing, Operations, and Customer Service, to ensure seamless customer onboarding and experience.
- Participate in events and promotional activities to attract prospective clients

Sales & Marketing – Commercial Department:

- Promote valu's products and services -Track the registration rates and periodically report service activation
- Obtaining and sharing customer feedback with colleagues and other departments so that products and services can be improved.
- On-board valu clients and finalize their end-to-end limit activation process
- finalization, documentation review, limit activation on the Profitto system.
- Handle all clients' inquiries (B2C)
- Providing training to new customer service agents.
- Ensure compliance with the firm's policies and procedures.

Academic Diplomas/Research Experience

- **Analyzing Data with Excel & Power BI (PL-300T00-A)** — Microsoft Certified Microsoft Partner Gold Learning — Completed on Oct 18, 2023
- Team Leader Students Cultural Committee | 6 October University
- VICE PRESIDENT OF PR COMMITTEE Students Union Economic & Management
- 6 October University TEAM LEADER AIESEC Outgoing Global Volunteer & Outgoing Global Entrepreneur | 2020
- Political Analysis 6 October University | 2019
- International Relations 6 October University | 2018
- Experience in organizing conferences 6 October University | 2018
- International Youth Conference Sustainable Development Goals | 2018

Skills

- Cross-functional team leadership, Management, Sales, Networking, Representation, Sports scouting
 - Proficient user of Microsoft Office Applications & CRM system.
 - Hobbies & interests: Sports, sports management & development, event management, watching documentaries, movies.
 - Languages: Arabic And English.
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References Furnished Upon Request