

Anas Mosaad

Sales Representative

Valid Driving License and Own Car.
Canceled Visa

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Dubai, Al-Warqaa 1

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Summary: Dynamic Sales Representative with over a decade of B2B and B2C experience. Renowned for surpassing sales targets and driving revenue growth through strategic planning, market analysis, and CRM expertise. Skilled in leading high-performance sales teams and maintaining strong client relationships. Committed to continuous improvement and innovative solutions to enhance sales outcomes.

Experience:

Telesales Representative

DU Telecom| Dubai, UAE| Oct 2022 – Nov 2024

- Effectively utilized CRM to maintain customer records and ensure timely issue resolution.
- Fostered a customer-centric team culture, driving satisfaction and loyalty.
- Enhanced user experience through website support and improved service practices.
- Developed best practices for consistent service delivery and quality assurance.
- Leveraged customer feedback for continuous team improvement and performance monitoring.
- Boosted satisfaction and retention by addressing concerns promptly and building strong rapport.
- Utilized data analytics to monitor performance and drive improvements.
- Managed high-stress situations, resolving disputes with empathy and professionalism.
- Increased sales through strategic upselling and effective complaint resolution.

Cafe Manager & Accountant

Shaghaf Cafe | Sharjah, UAE | Jul 2020 - Mar 2021.

- Oversaw daily café operations, ensuring high-quality service, inventory management, and staff training to enhance customer satisfaction and operational efficiency.
- Managed financial records and budgets, including expense tracking and sales reporting, to ensure profitability and financial accuracy.

Car Insurance Sales Representative

Royal EGY | Tanta, Egypt | Jan 2019 - Jan 2020

- Promoted and sold car insurance policies, providing tailored coverage options to meet client needs and enhance customer satisfaction.

Outdoor B2B Sales

WE Telecom | Cairo, Egypt | Jan 2018 - Dec 2018

- Developed and executed sales strategies to acquire new business clients and increase market share for telecommunications services.
- Built and nurtured relationships with key decision-makers, resulting in increased sales and long-term partnerships.

Medical Sales Representative (B2B)

Medical Union Pharmaceuticals | Tanta, Egypt | Nov 2014 - Dec 2017.

- Promoted and sold pharmaceutical products to healthcare professionals, effectively communicating product benefits and addressing client needs.
- Established and maintained relationships with key medical institutions, driving sales growth and ensuring customer satisfaction through tailored solutions.

Education:

Tanta University Egypt, Bachelor of Commerce, Accounting Section (2014)

Key Skills and Competence:

- Expertise in B2B/B2C sales strategies
- Strong negotiation and closing skills.
- Proficient in CRM and sales analytics
- Exceptional leadership and team management
- Proven in building and sustaining client relationships
- Deep understanding of market trends and competition

Languages:

Arabic: Native.

English: Fluent.