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➤ **Personal Information**

Date of Birth	: 18/7/1987	Marital Status	: Married.
Nationality	: Egyptian	Military Status	: Exempted
Mother Language	: Arabic	Visa Status	: Residence Visa

➤ **Education**

B.Sc. of English Accounting, Faculty of commerce, Tanta University, Egypt
Grade: Good Graduated in 2008.

➤ **Summary**

I am a highly organized Marketing & Sales specialist with proven ability to start and follow marketing campaign, reach to right audiences, Able to make professional sales presentation for products, building and maintaining positive working relationships with key decision makers, also I am now working in banking sector (collection) in one of the most reputable collection agencies in UAE

➤ **Highlights**

- **Achieving results**
- **Building relationship**
- **Customer satisfaction**
- **Highly motivated**
- **Influencing skills**
- **Handling any complaints**
- **Getting feedback from customers**
- **Perfect use of computer, MS. Office, Oracle system, CRM**
- **Have training in digital marketing**
- **Very good in English spoken and writing**
- **displaying samples**
- **Closing skills**
- **High communication skills**
- **Negotiation skills**
- **Reporting**

➤ Experience

Hadaf Al Khaleej Debt Collection

Sharjah, UAE

FROM 27/1/2019 UNTIL NOW

(Bank Debt Collector)



"Hadaf Al Khaleej Tahseel" is one of the most reputable Agencies dealing In collection on behalf of all banks in UAE

- **Dealing with debtors on behalf of Dubai Islamic Bank – Dunia finance**
- **Study all cases in my queue and come up with action plan for each case**
- **Apply all collection technique and reporting the serious problems to the bank**
- **Follow up (tracing the debtors until reaching to their contact numbers -calling the debtors – meeting the debtors – sending warning letters)**
- **Making not less than 70 calls per day**
- **Update my queue in HKDC system not less than 120 action per day**
- **Ensure that all customers queries, complaints and suggestion are handled Effectively and reported to the bank**

Beetak Biedak for Real Estate Investment

Elmahalla Elkobra, Egypt

FROM 7/11/2016 TIL 8/12/2018

(Senior Marketing & Sales Specialist)



"Beetak Biedak" Has one branch only in Elmahalla Elkobra and working in Real Estates (Building & construction – Brokerage services)

My main role was to market and sell the company's own real estate and also Sell other real estates for the company's customers

- **Marketing of the company's real estates in Elmahalla through different digital marketing methods (Face book & WhatsApp & websites ads & etc.)**
- **Manage customer calls and schedule their previews for real estates for sale**
- **Go with them and explains real estate details and know their feedback**
- **Manage company face book page daily and respond to customers**
- **Distribute the work to sales specialists on office and follow up the implementation of work**

Easy Group for Cosmetics

Mansoura & Tanta branch, Egypt

FROM 22/7/2015 TIL 30/6/2016

(Retail Sales Rep)



Complete health and beauty care

Easy Group has 2 factories in Alexandria (Borg el Arab) for manufacturing cosmetics products (sweet & wipes & skin and hair creams etc.) I started as Retail Sales Rep in Tanta Branch and responsible for:

- Periodic visits to Retail dealers in Elmahalla and its villages to complete any Incomplete items and make new bills
- Opening new deals with any retailer or beauty center in Elmahalla and its Villages, displaying samples, demonstrate offers
- My goal is to achieve my target monthly
- Building relationship with clients
- Follow up and implementation of new offers sent by management
- Follow up client accounts and continuous collection according to credit limit In dealing set by company

Amer Group for Tourism & Hotels

Porto Sokhna Resort, Egypt

FROM 14/6/2010 TIL 10/7/2015

(Senior Marketing & Sales Specialist)



Amer Group is one of the best real estate and tourism Investment Company in Egypt I started as marketing & sales specialist in Porto Sokhna Resort Responsible for:

- Making marketing campaign for current and newly opening areas in the project through different marketing methods such as Street banners & social media & collecting data and make field visits to customers
- Make customers database and sending newly opening areas details through sms & WhatsApp & Facebook messenger
- Interact with customers and respond to their queries through telephone & Face book
- Make a schedule of customer previews and visits to the project
- Create strong relationships with customers
- Follow up customers after their visits to the project to know their feedback
- Try to complete the selling process to customers