

Ehab Al Kelany



Phone: +971-568728386

E-Mail: Ehab_kelany@yahoo.com

Address: International City - Dubai - UAE

Professional summary

I apply to join a reputable organization, which has management leadership and policies that will enable me to utilize and expand my education and knowledge and to grow within the organization.

Customer Service Professional highly skilled in call center management, training, recruitment, service solutions and innovative marketing concepts.

Skills & Strengths

- Creative problemsolver
- Excellent in English
- Sales Associate of the Year award
- Strong client relations
- Quick learner
- Excellent communication skills
- flexible and uncommon ability to work with others as a team work
- Skilled in call center operations
- Complete all required reports regarding sales & sales campaigns, market feedback and team territory management activities.

Work history

Experience in UAE

Sales CO Ordinator at Al Furat Marble & Granite Industry.

From (feb2018 till present)

Responsibility's

- Success in analyzing market trends, opening new markets, and guiding launch of new products.
- Proficient in consensus building, negotiation, communication, and operational experience. History of success ensuring outstanding partner and client satisfaction.
- Develop client-centric solutions, deliver, and present sales proposals on product features and benefits increasing company client accounts.
- Foster and sustain essential business to business client relationships within assigned market territory while traveling to client locations prospecting (cold calling and door knocking) for new clients.
- Established and initiated plans to augment sales teams' performance, forecasting, product knowledge, sales skills, time management, and closing business.
- People-oriented, outgoing individual that earns a high degree of loyalty with staff, customers and vendors.
- Capable of penetrating new markets and breaking through to unique sales channels.
- Streamlined entire sales department to increase productivity and eradicate unnecessary processes.
- Calculate Quantities from Drawings and AutoCAD.
- Develop strategies to increase market share in same-store sales of client products.
- Research customer products to enhance knowledge of product markets and competition.
- Assist customers in testing products, managing trade shows and promoting sales displays.
- Create sales plans to maximize revenues in certain territories and optimize time spent at each location.
- *Built good relationships with customers, Contracting companies and Consultants.*
- Handle high volume phone sales, email inquiries and referrals.
- Serve as last line of support to handle escalated customer issues.

Other working experience in Egypt:

Customer Service at B. TECH Company

From (Jan 2107 till Des 2107)

- Developed all process controls and metrics for daily management of the call center.
- Managed call center from initial start-up to full operational status.
- Answered a constant flow of customer calls with up to 150 calls in queue per day.
- Resolved service, pricing and technical problems for customers by asking clear and specific questions.
Met or exceeded service and quality standards during every review period.
- Handle high volume phone sales, email inquiries and referrals.

The logo for B.TECH, featuring the letters 'B' and 'TECH' in a bold, sans-serif font. A small yellow circle is positioned between the 'B' and 'TECH'.

Call Center at Vodafone

From (Apr 2016 till Nov 2016)

- Managed high call volume with tact and professionalism.
- Oversaw call center employees to ensure customer satisfaction goals were consistently met.
- Resolved service, pricing and technical problems for customers by asking clear and specific questions.
- Analyzed call volume and average call time to monitor Customer Service Representative performance and productivity.

The Vodafone logo, consisting of a red speech mark icon above the word 'vodafone' in a lowercase, bold, sans-serif font.

Supervisor Assistant Orascom Contracting company

From (Jan 2015 till oct 2015)

- Experience in building surveying and an understanding of building construction.
- Ability to work in a safe and efficient manner.
- Able to work under pressure and accept responsibility.

▫ Computer and Software Skills:

- Windows All versions.
- Microsoft Office (Word, Excel, PowerPoint).
- Network Construction and Troubleshoot.
- Good dealing with Internet Special Abilities.

Education & Certificates:

- Minya University - faculty of Arts – English Department -Bachelor's degree on 2017.
- Sales & Marketing course in core academy 2017.
- Communication, Presentation and Time Management Course 2015 to 2016.
- Attending English course from Jan 2014 till 2015

- ICDL course at Be Native Academy at 2017

Languages:

- Arabic Native language
- English Excellent
- France good

Personal information:

- Driving Licence : UAE Driving Licence Available
- Date of birth: 17-01-1994.
- Place of birth: Minya-Egypt.
- Gender: Male
- Religion: Muslim
- Civil Status: single
- Nationality: Egyptian
- Military Service: Exempted
- Type of visa: Employment Visa