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Professional Summary

Dynamic and performance-oriented professional with a decade of experience across diverse business functions including sales management, customer engagement, and operational supervision. Proven ability to lead high-performing teams, drive revenue growth, implement process improvements, and enhance client retention. Skilled in utilizing Microsoft Dynamics AX and CRM platforms to deliver measurable business results.

Education

Bachelor of Arts in Media – Public Relations

- Zagazig University – Egypt | 2011

Professional Experience

Sales Supervisor – Bayout Cleaning Services - Dubai, UAE | (July 2025 – Present)

- Leading and mentoring a team of sales agents to meet and exceed residential and shared-housing segment targets.
- Designing and launching bundled service offerings that improved client retention by over 20%.
- Collaborating with the operations department to align service delivery with client expectations and timelines.
- Monitoring KPIs and generating reports to optimize sales strategies and market penetration.

Operations Supervisor – Bayout Service Company - Dubai, UAE | (Dec2024 – Present)

- Managed day-to-day operational activities to enhance workflow and reduce processing time by 15%.
- Developed SOPs and implemented cost-saving initiatives that reduced operational costs by 12%.
- Coordinated with sales, production, and HR departments to ensure alignment and execution of shared goals.
- Conducted in-house training to upskill teams and improve task efficiency and quality standards.

Collection Supervisor – B-Tech Company - Egypt | (Oct 2020 – Dec 2024)

- Oversaw and optimized collection processes using Microsoft Dynamics AX, improving efficiency by 25%.
- Led a strategy shift using data insights, boosting collection rates by 15% across multiple channels.
- Minimized overdue balances through proactive customer engagement and communication plans.
- Collaborated with finance teams to develop forecasting models for cash inflow tracking.

Sales Representative – B-Tech Company - Egypt | (June 2018 – October 2020)

- Handled client relationships and CRM system data, enhancing accuracy and customer insights by 22%.
- Prospected and closed new sales opportunities, exceeding quarterly sales targets by 110%.
- Delivered impactful presentations and product demonstrations to build customer trust and conversion.
- Supported marketing campaigns through cross-functional coordination and lead generation.

Store Manager – Tawfik Eye Dental Center - Sharkia, Egypt | (Oct 2014 – Apr 2015)

- Supervised inventory control processes, ensuring material quality and reducing waste.
- Maintained supplier relationships and monitored supply chain performance.
- Oversaw product stocking and layout strategies to optimize storage efficiency.
- Led day-to-day retail operations, maintaining customer service excellence.

Customer Service Representative – Vodafone - Egypt | (Apr 2013 – Oct 2014)

- Resolved customer inquiries and service issues while maintaining service level standards.
- Handled order processing, billing issues, and product upgrades with minimal escalation.
- Identified customer pain points and recommended solutions to improve satisfaction.
- Maintained high call quality scores and positive customer feedback ratings.

Notable Projects

- Inventory Tracking System Enhancement: Boosted inventory accuracy by 30%, reduced stockouts by 25%.
- New Employee Training Program: Decreased onboarding time by 40%, improved early-stage productivity by 35%.
- Customer Service Restructuring: Enhanced satisfaction metrics by 18%, reduced resolution time by 15%.

Certifications

- Business Development Course – 2025
- Human Resources Certification – 2021
- International Computer Driving License (ICDL)
- Public Relations Certification

Professional Skills

- Sales Strategy & Execution
- Team Leadership & Coaching
- Customer Relationship Management (CRM)
- Operations & Workflow Optimization
- Revenue Growth Initiatives
- Data-Driven Collections Management
- Microsoft Dynamics AX | Microsoft Office (Advanced)
- Cross-Functional Team Collaboration
- Inventory Management Systems
- Strategic Planning & KPIs

Languages

- Arabic: Native
- English: Excellent