



# Tamer Refaat

## EXPERIENCE

April 2022 - Current

**Customer Relations Supervisor Jaber Al Harbi Group** | Dammam, Taiba

- Tracked key metrics and prepared reports outlining activities and Coordinated fast, accurate clerical work for forms, files and general data entry.
- Established clear procedures for team work, document tracking and data reporting.
- Set up staff development schemes for continued team progression.
- Delegated office administration tasks for smooth front-of-house management.
- Partnered across departments to set clerical schedules and determine resource requirements for special projects.
- Organized training to teach new office workers in processes and important policies.
- Managed telephone and switchboard operations for timely call handling.
- Assessed staff capacity to maximize office productivity levels.
- Interviewed and hired staff based on job and team fit.
- Recruited new team members for vacancies using online job boards.
- Kept team in compliance with office policies, safety processes and industry requirements.
- Maintained team harmony by resolving grievances and assisting with conflicts.
- Completed regular performance reviews and advised employees on potential improvements.
- Reviewed work results against objectives and identified staff knowledge or skill gaps.
- Helped team produce quality work using desktop publishing applications.
- Assisted associated departments with clerical and administrative support.
- Distributed progress reports for improved business planning.

November 2020 - April 2022

**MANPOWER PLANNING CONSULTING & BUSINESS DEVELOPMENT IN ESAD Services Group** | Eastern Province, Dammam

- Understand client requirements
- Source candidates using databases, social media etc.
- Assume responsibility of pre-interview screening
- Collaborated with staff to formulate budgets and improve department revenue.
- Facilitate and analyze agreements between candidate and employer
- Identified issues, analyzed information and provided solutions to problems.
- Implemented more efficient processes and reduced wasted resources.

Dammam, Eastern Province

32211 966544542070

tamer.mohamed.ibrahim12332

1@gmail.com

## PROFESSIONAL SUMMARY

As for my experiences, they are in different fields for: Business Development Professional, has 17 years' experience in helping businesses to grow and have penetrate new markets in many different sectors like: Retail, Telecommunications, ( B2B - B2C ) Services. Whatever business challenges are, I am sure I can make it happen. Productive employee with proven track record of successful project management and producing quality outcomes through leadership and team motivation. Works with clients to determine requirements and provide excellent service.

## CORE QUALIFICATIONS

- Knowledge of MS office
- Knowledge of Internet explorer
- Technology
- Communicate on skills
- Data management
- Scheduling and calendar management
- Prioritization
- Sales strategies
- Credit and collections
- Data entry
- Account reconciliation financial details.

- Organized files to support efficiency and traceability.
- Optimized team training and staff development.
- Built and maintained courteous and effective working relationships.
- Bookkeeping
- Business administration
- Database administration
- Accounts payable and receivable
- Promotions
- Office management software
- Policy and procedure modification
- Microsoft Office expertise
- Report writing
- Complaint resolution
- Human resources best practices
- Workflow planning
- Staff management
- Accounts reconciliation
- Sales reporting
- Scheduling
- Motivational leadership style
- Documentation and control
- Presentation design
- File and data retrieval systems
- Event coordination
- Collaborated with team members to achieve target results.
- Achieved service time and quality targets.
- Created plans and communicated deadlines to complete projects on time.
- Actively listened to customers to fully understand requests and address concerns.
- Updated databases while complying with GDPR regulations.
- Organized files to support efficiency and traceability.
- Customized customer experiences to build brand loyalty.

Developed excellent working knowledge of industry trends and improvements in processes.

October 2013 - January 2020

**CORPORATE SALES SUPERVISOR & CUSTOMER RELATIONSHIP SUPERVISOR IN Vodafone Egypt, B2B & B2C | Giza, Smart Village**

Worked as a communicate on channel between sales and vendors  
Spoke to customers in multiple languages to resolve problems and answer questions.  
Optimized team training and staff development.  
Organized files to support efficiency and traceability.  
Developed team communications and information for meetings.  
Prepared orders to deliver excellent presentation and quality standards.  
Handling all documents on with the customers.  
Planned and executed new strategies to increase sales.  
Handled customer concerns and escalated major issues to supervisor.  
Resolved customer queries and problems using effective communication and providing step-by-step solutions.  
Produced high-volume orders to effectively meet customer demand.

August 2005 - October 2013

**SR. SALES EXECUTIVE & CUSTOMER SERVICE IN Vodafone Egypt | Cairo, Maadi**

Received The Calls from Vodafone Customers, Responded  
Their Inquiries and handled Their Complains  
Listening to customer requirements and present ng appropriately to make a sale  
Responding to incoming email and phone enquiries  
Responsible for the account management of specific Enterprise accounts, and for the delivery of profitable, long-term business of those accounts to Vodafone.  
Optimized team training and staff development.  
Troubleshoot problems and diagnosed system faults.  
Resolved customer queries and problems using effective communication and providing step-by-step solutions.  
Developed ongoing programmers using good team communication and collaboration.  
Customized customer experiences to build brand loyalty.  
Organized files to support efficiency and traceability.  
Collaborated with team members to achieve target results.

January 2004 - August 2005

**Marketing Supervisor Asma Egypt, Cairo | Cairo, Heliopolis**

Enforces brand market ng guidelines throughout each product to create a cohesive feel to each campaign.  
Enhanced target market reach through tactical social media advertising.  
Created customer awareness of goods, services and special promotions with creative advertising strategies.  
Helped teams reach ambitious sales objectives with multi-channel marketing campaigns.

- Assisted businesses with setting up marketing policies and programs for consistent growth.
- Established clear objectives for marketing initiatives, guiding implementation, tracking and optimization efforts.
- Monitored consumer patterns, anticipating changes and maintaining marketing strategy relevance in dynamic landscape.
- Reviewed sales data to forecast market trends and adapt marketing strategies.
- Established clear objectives for marketing initiatives, guiding implementation, tracking and optimization efforts.
- Used data to build strategies for targeting specific markets and consumer demographics.
- Developed research strategies to assess market demand for new offerings.
- Researched and analyzed market trends, pricing schedules and competitor offerings daily.
- Tracked all website traffic generated by email, social media and digital campaigns.
- Collaborated with the product and sales team to develop strategic social media marketing initiatives.
- Wrote and edited creative and technical content across various mediums.
- Researched and identified the best media channels for marketing specific products and services.
- Promoted a cohesive approach to developing campaigns ensuring all products and services adhered to brand marketing guidelines.
- Developed and implemented effective holistic campaign strategies.
- Adapted marketing plans in response to data tracking efforts.
- Employed external sales and promotions teams to maximize campaign reach and revenue.
- Wrote copy for advertisements, email communications and media used in advertising.
- Assisted businesses with setting up marketing policies and programmer for consistent growth.
- Negotiated optimal placement of advertisements across different media types.
- Selected distribution channels best suited to bespoke advertising objectives.
- Coordinated television and radio campaigns from conceptual brainstorm to post-broadcast analysis.

March 2003 - January 2004

**MARKETING TEAM LEADER United Group, Cairo | Cairo, Nasr City**

- Provides expert direct on and insight to market ng staff members throughout each project or campaign
- Acts as a go-to resource for up-to-date, accurate research and market Informa on.
- Developed client acquisition and retention strategies to maximize sales and marketing potential.
- Maximized marketing department efficiency through outstanding staff coaching and development programmers.
- Built and managed high-performing marketing budgets to consistently achieve against KPI targets.



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Generated and maintained high-value sales leads, enhancing marketing department profits.

Managed marketing delivery schedules, motivating teams to meet deadlines and deliver quality campaigns.

Recruited and supervised marketing teams, developing competent, confident staff to consistently achieve against targets.

Delivered first-class social media campaigns, increasing brand awareness and enhancing company reputation.

Managed the organization's PayPal account successfully.

Integrated data flows between Engaging Networks and the Salesforce CRM of donors successfully.

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## EDUCATION

Jun 2006

### Customer Care Introductions

NEW HORIZON, Cairo, Egypt

Dec 2009

### Volunteer

SAUDI FOOD BANK, DAMMAM

2021

### ENTERPRISE BUSINESS UNITE

VODAFONE EGYPT, Cairo

2016

### Cairo VODAFONE EGYPT Kalamat (Words Don't Come Easy) CERTIFICATE

2014

### CERTIFICATE

Ain Shams University, Cairo

2014

### Vodafone Egypt Enterprise Business Unite | Communications Skills

Vodafone Egypt, Cairo

2004

### BACHELOR OF ARTS | Cairo, of Ain

Shams University, Cairo

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## INTERESTS

HOBBIES, Football Swimming Shopping Movies.