



Alaa El-Din Abd El-Razek Khamis

Dammam _ Saudi arabia

Contact : 536880650

Email : alaaeldinabdelrazek@gmail.com

LinkedIn : www.linkedin.com/in/aladdin12

OBJECTIVE

Being an active part in a perfect working team, and big organisation gaining experience improving my skills, and having the opportunity of more practices to be in a good career, seeking a management level or senior position, where my skills will be used and developed, position allowing me to utilize my knowledge and expertise in different areas, position which allows me to apply my background and high performance in handling problems.

SKILLS

- Excellent communication skills with ability to liaise all levels
- Capable of multi-tasking
- Time management and meeting deadlines
- Have the ability to know new concepts and responsibilities
- Advanced knowledge of Excel, Word and PowerPoint
- Good User for using oracle fusion

LANGUAGE

- English very good
- Arabic native

EXPERIENCE

Vodafone Egypt

Customer Service Representative and salesman

Duration : 7/4/2017 - 1/3/2018

- Serves customers by providing product and service information and resolving product and service problems.
- Attracts potential customers by answering product and service questions and suggesting information about other products and services.
- Opens customer accounts by recording account information.
- Maintains customer records by updating account information.
- Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution.
- Maintains financial accounts by processing customer adjustments.
- Recommends potential products or services to management by collecting customer information and analyzing customer needs.
- Prepares product or service reports by collecting and analyzing customer information.
- Contributes to team effort by accomplishing related results as needed.

Telecome Egypt

Customer Service Representative and salesman

Duration : 1/4/2018 - 1/1/2019

- Sell telecommunications products and services to both individuals and companies.
- Sell VoIP for corporate technology and communications systems.
- Build market position by locating, developing, defining, negotiating, and closing business relationships.
- Keep abreast of current technology trends.
- Identify, contact and build relationships with prospective customers through a combination of telephone and in-person cold calls, networking and referrals to obtain appointments.
- Leverage the CRM system to develop prospecting and sales strategy that ensures high activity and effective closing ratios.
- Book and install new lines/circuits/bundles/services to meet established monthly quotas.
- Write and submit accurate orders.
- Design customized, cost-effective solutions for the client.
- Manage a territory using technology, prioritization and time management skills.
- Submit pricing and pre-qualification requests reflecting the client's requirements.
- Maintain an updated database in sales database including all activities, partners, and opportunities with their current status.
- Maintain open and effective lines of communication throughout the organization to maintain a sense of teamwork, enthusiasm, pride, and quality workmanship.
- Capture and review any competitive intelligence gathered and proactively communicates this information to marketing.

- Define personal and corporate revenue objectives.

Magrabi group

Export Customer Service and documentation specialist

Duration : 1/1/2019 - 1/11/2019

- Prepare and audit export documentation for vessel shipments and settlements.
- Process commercial invoice documents by validating data integrity and accuracy.
- Communicate with appropriate internal/external customers, including trading desks, loading facilities, freight forwarders, brokers, vendors, USDA and customers.
- Monitor accounts payable and accounts receivable to ensure vessel transaction payments are made and collected timely.
- Submit timely document instructions to freight forwarders, independent surveyors and other third party industry providers.
- Maintain export files in an organized and catalogued system.

Magrabi group

Payable accountant

Duration : 1/12/2019 - 1/2/2022

- assemble, review and verify invoices and check requests.
- flag and clarify any unusual or questionable invoice items or prices.
- sort, code and match invoices.
- set invoices up for payment.
- enter and upload invoices into system.
- track expenses and process expense reports.
- prepare and process electronic transfers and payments.
- prepare and perform check runs.
- post transactions to journals, ledgers and other records.
- reconcile accounts payable transactions.
- prepare analysis of accounts.
- monitor accounts to ensure payments are up to date.
- research and resolve invoice discrepancies and issues.
- maintain vendor files.
- correspond with vendors and respond to inquiries.
- produce monthly reports.
- assist with month end closing.
- provide supporting documentation for audits.
- maintain accurate historical records.
- maintain confidentiality of organizational information.

EDUCATION

Damanhur University Egypt

Faculty of commerce english section

Passing Year - 2016

Grades : **Good**

