



# Afnan Mahmoud Amin Zeyada

## Customer Sales & Services

### Personal Details:

**Name:** Afnan Mahmoud Amin Zeyada

**Date of Birth:** 07/07/1989

**Nationality:** Egyptian

**Relationship Status:** Married

**Visa Status:** Resident under Spouse sponsorship.

**Address:** Sharjah – United Arab Emirates.

**Contact:** 052-6463803

### Qualifications:

- **Degree:** Bachelor degree of Greek and Latin studies  
**Faculty:** Faculty of Art  
**University:** Mansoura University  
**Country:** Egypt.

### WORK EXPERIENCE:

Provide customers with all product/services information, answer questions, and resolve any emerging problems that our customer accounts might face with accuracy and efficiency. Identifying customers' needs, clarify information, research every issue and providing solutions

- **Company:** COREations, soft wear developing company  
**Section:** Customer Sales and services coordinator.
- **Company:** Mash cosmetics and Medical Company  
**Section:** Customer sales and Services consultant.

### **Responsibilities and Duties:**

- Ensure the highest standard of customer service is provided, and provide them with details on all related products and services and its features.
- Ensuring customers aware of all necessary regulations and products related support in order to provide them with excellent service.
- Actively enhance revenue earnings by providing options to customer on all products and services and its features to maximise sales opportunities.
- Actively be involved in suggesting new ideas and providing recommendations on the improvement of the service provided, thereby increasing revenue.
- Support sales agents and account holders by assisting them in selling the company products and enhance products and services awareness to be able to deliver all required information to our customer directly and in-directly.
- Deputise for the Customer Sales and Service Team Leader in their absence and provide help and support to junior team members and assist in coaching and development activities.
- Actively be involved in suggesting new ideas and providing recommendations on the improvement of the service provided, thereby increasing revenue and ensuring success as per the company market strategy.
- Support the Customer Sales & Service Team Leader on closing the end of day sales.
- Whenever possible create a database of all potential customers and develop a personal relationship with them by regular communication.