



AMIRA FOUAD IBRAHIM

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PROFESSIONAL SUMMARY

Enthusiastic, Organized, top performer and goal-driven individual with over 7 years of professional experience in telecommunication, Sales and Business Development. Committed to achieving employer's objectives seeking an opportunity to utilize my professional skills in reputable organization.

EDUCATION

BACHELOR'S DEGREE

Bachelor's in commerce, Accounting Major, Cairo University 2013

EXPERIENCE

Business Development Manager | Elite Recruitment [Cairo, Egypt]

Oct 2020 to Feb 2022

Key Responsibilities:

- Evaluate current sales performance and identify ways an organization can expand and grow.
- Setting goals and developing plans for business and revenue growth.
- Researching prospective clients in target markets and developing quotes and proposals.
- Training and setting goals for the business development team and developing strategies to meet those goals.
- Conduct briefing to operation and recruitment teams on the clients' objectives to create and apply an effective recruiting strategy.
- Provide trustworthy feedback and regular updates to existing clients on their recruitments progress and work with the operation and recruitment teams on any new requirements.
- Supporting HR department and attending conferences and other industry important events.

Retail Senior Specialist | Etisalat Telecom [Dubai, UAE]

Mall of the Emirates & MCCB Stores

June 2019 to Aug 2020

Key Responsibilities:

- Act as the customer interface representing Etisalat's values and providing excellent level of customer service in the retail channel.
- Identify customers' needs, expectations and serve them in a friendly manner
- Deliver exceptional customer service experience by providing information on all products and services to help the customer to make suitable choices and maximize sales revenues.
- Achieve the individual agreed quantitative sales targets for different product and services and contribute to the agreed team quantitative sales targets.
- Being flexible to provide support across the shops if required and assist in general administration and smooth running of the shop.

Retail Sales Executive Orange Egypt [Cairo, Egypt]	2017 to 2019
Customer Service Representative Orange Egypt [Cairo, Egypt] <i>(Corporate Account)</i>	2015 to 2017
Customer Service Representative Xceed, Du Emirates [Cairo, Egypt] <i>(Enterprise FO/Consumer FO/Billing & Technical BO)</i>	2013 to 2015
Sales Executive Eastmer Company for Tourism [Cairo, Egypt]	2012 to 2013
Accountant El Nile Company for Import & Export [Cairo, Egypt]	2011 to 2012

Training

- El Rawad company for stock market.
- Raya company, Etisalat Emirates.

PROFESSIONAL SKILLS

- Strong leadership and communication skills.
- All Microsoft Office tools.
- Extensive management experience in the customer services and Sales field.
- excellent presentation skills and managing efficient meetings.
- Having a hands-on approach and leading by example.
- Prioritizing work in an efficient manner.
- Resolving complex queries to closure.
- Accountable and resilient by nature.

LANGUAGE SKILLS

Arabic: Mother-tongue.
English: Fluent.

ADDITIONAL INFORMATION

Date of Birth: July 12, 1992
Nationality: Egyptian
Visa Status: Resident Visa
Availability: Available to Join **Immediately**