



# Amira Abd Rabo Ahmed

## CONTACT

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## SKILLS

- MS Word
- Excel, power point
- Problem solving
- Working under duress
- Salesforce CRM proficiency
- Sales and Marketing

## NATIONALITY

Egyptian

## DATE OF BIRTH

7/4/1992

## EDUCATION

**Bachelor of Mass Communication:** Media, 2015  
Cairo University

## PROFESSIONAL SUMMARY

Focused Sales Consultant well-known for providing exciting product demonstrations and convincing leads to purchase. Detailed, quick-paced and true team player. Pursuing new sales-driven role with opportunity to apply hardworking attitude and dedicated nature. Loyal employee with solid understanding of training and mentoring employees. Dedicated team player, proactive and hands-on in task completion.

## WORK HISTORY

**Direct Sales Representative** 02/2020 - 10/2022  
**Bubblez Bath & Body Care Egypt** - Cairo

- Led, trained and mentored Junior Sales Representatives to exceed sales quota by up to 100%.
- Guaranteed customer satisfaction by maintaining up-to-date knowledge of current sales promotions, payment and return policies.
- Provided clear, accurate pricing information to customers regarding specific products.
- Reviewed customer feedback to enhance service delivery.
- Maximised conversion rates by tailoring sales presentations to suiting customer needs.
- Facilitated timely lead follow-up by documenting customer interactions in Salesforce.

**Community Support Representative** 12/2017 - 04/2019  
**Talabat** - Cairo, Egypt

- Promoted continuous improvement by problem-solving and sharing suggestions to optimise team operations.
- Managed teams by overseeing hiring, training and professional growth of employees.

**Community Support Representative** 11/2015 - 07/2017  
**Uber** - Cairo, Egypt

- Deliver high-quality service across multiple support platforms (email, chat)
- Offered friendly, efficient customer service and handled challenging situations with ease.
- Completed customer orders with speed and accuracy.

**Customer Service Representative** 01/2014 - 09/2015  
**Careem** - Cairo, Egypt

- Show empathy to frustrated riders and drivers while solving problems
- Triage issues and escalate them when necessary
- Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.
- Answered customer telephone calls promptly and improved on-hold wait times.
- Handled phone, email and social media enquiries with consistent customer service across multiple channels.

## LANGUAGE

- Arabic fluently
- English is very good