

MAI IBRAHIM

S A L E S R E P R E S E N T A T I V E

CONTACT



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Cairo , Egypt

SUMMARY

- Dedicated Customer Service Specialist providing skills to prioritize and multi-task in fast-paced working environment. Successfully works as part of team to reach personal and business goals. Known for successfully handling escalated customer support issues.
- Sales Representative with a solid record of consistently achieving customer retention goals through relationship building and advanced product knowledge

SKILLS

- Sales closing
- Account Management
- Sales Development
- Lead prospecting
- Customer Service
- Customer Success Management
- Upselling and Cross Selling
- Exceeds sales goals
- Interpersonal communication skills
- Sales strategy development
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EDUCATION

ALSUN HIGHER INSTITUTE

Bachelor of Tourism Studies
Tourism Business
Management

May , 2022

LANGUAGE

Arabic - First language

English - Intermediate

WORKING EXPERIENCE

FRONTDESK RECEPTIONIST

golds gym elite katameya heights | January , 2018 -December 2018

- Greeted customers warmly and made them feel welcome.
- Answered incoming calls, redirected callers to the appropriate personnel or department and took messages as needed.
- Maintained an organized reception area and ensured that all guests were attended to promptly.
- Managed incoming and outgoing mail, courier services, faxes and other correspondence.
- Education and Training.

SALES REPRESENTATIVE

golds gym elite katameya heights | January 2019 - November 2021

- Generated new sales leads through cold calling and networking activities.
- Developed and maintained relationships with existing clients to ensure customer satisfaction.
- Conducted market research to identify potential customers and their needs.
- Organized client visits, presentations, product demonstrations and trade shows.
- Analyzed customer feedback to improve products and services.

SALES REPRESENTATIVE

Gold's gym egypt , maadi | December 2021 - December 2024

- .Researched competitors' products, prices, and sales techniques.
- Created detailed reports on daily, weekly, and monthly sales activity
- Generated new sales leads through cold calling and networking activities.
- Analyzed customer feedback to improve products and services.
- over achieved every month
- best performance every month
- best seller quarter

SALES CONSULTANT

Views Investments, Cairo, Egypt | January 2025 to March 2025

- Handled inbound and outbound sales inquiries
- for real estate investment projects.
- - Presented company projects and investment opportunities to clients.
- - Achieved monthly sales targets and built strong client relationships.
- - Coordinated with marketing and after-sales teams
- to ensure full client satisfaction.
- - Collected client feedback to improve sales strategies and services.