

MOAMEN HUSSIEN SAYED

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Summary

Results-driven Branch Manager with 7+ years of experience in sales, customer success, and account management. Proven ability to lead teams, retain key clients, and achieve KPI targets that drive revenue growth. Skilled in customer relationship management, business planning, and cross-functional collaboration. Seeking to leverage experience in sales and client management to deliver value and I am eager to contribute to a growth-oriented organization.

Experience

Misr Elkhier Foundation MEK

Egypt

Sr Customer Service Representative – Branch Manager

02/2021- present

- Achieved 120% of branch sales target for 2 consecutive years.
- Improved customer satisfaction score by 25% through effective account management.
- Reduced client churn rate by 15% by implementing proactive retention strategies.
- Delivered comprehensive training programs for staff on handling difficult customers and situations gracefully
- Conducted performance evaluations, identifying top performers and areas requiring additional training or support
- Improved service quality and increased sales by developing strong knowledge of company's services
- Resolved customer questions, issues and complaints efficiently to reach mutually beneficial solutions
- Managed department schedules to maximize coverage during peak hours
- Maintained records and documentation of interactions using CRM software

Misr Elkhier Foundation MEK

Egypt

Customer Service Representative

05/2017 - 12/2020

- Engaged with potential donors to present foundation programs and encourage contributions.
- Responded to donor inquiries and provided tailored information about fundraising campaigns.
- Maintained donor databases and ensured accurate follow-up and relationship management using CRM software for Maintaining donor retention.
- Handled beneficiary inquiries and provided accurate information about foundation services.

Lineka

Egypt

Medical Representative

12/2016 - 04/2017

- Scheduled appointments with pharmacists, doctors and other medical professionals to promote new products and deliver presentations
- Delivered product presentations and live tests to demonstrate product usability, highlights and successes
- Used excellent sales techniques to increase customer interest in medical products
- Boosted client retention, establishing sales goals and securing targeted rates

National Telecom Regulatory Authority

Egypt

Customer Service Representative

01/2013 - 03/2014

- Responded to inquiries promptly and accurately, maintaining high service standards
- Maintained accurate records of customer interactions, detailing inquiries, comments, and resolutions

Education

Helwan University

Egypt

Bachelor's degree of Social work

2015

Languages

Arabic Native ●●●●●

English Proficient ●●●●●

Skills

- Sales And Marketing Strategy
- Account Management & Customer Relations
- Budgeting and financial reporting
- Microsoft office
- CRM
- Team Leadership
- Decision-Making
- Customer success
- KPI Achievement & Performance Reporting