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**PERSONAL DETAILS OF**

NATIONALITY : EGYPTIAN.  
DATE OF BIRTH : 15 / 07 / 1989 GIZA.  
MARITAL STATUS : SINGLE

**CAREER OBJECTIVE**

A CHALLENGING OPPORTUNITY OFFERING INTERNATIONAL EXPOSURE, IN A WORKING ENVIRONMENT FEATURING A STRONG CORPORATE CULTURE & I WISH TO PURSUE A CAREER COMMENSURATE WITH MY QUALIFICATION AND EXPERIENCE, SEEKING A GOOD FUTURE.

**PROFESSIONAL EXPERIENCE**

**BARCLAYS BANK EGYPT – DIRECT SALES**

**"SALES AGENT"**

FROM 01/07/2013 TO 31/05/2015

- HAVE A CLEAR UNDERSTANDING OF ALL THE PRODUCTS AND THE LEGAL PARAMETERS WITHIN WHICH
  - THE PRODUCT OPERATES FROM THE BANK LEGAL FRAMEWORK AND IN KEEPING WITH THE CENTRAL BANK GUIDELINES.
- RESEARCHING THE MARKET AND RELATED PRODUCTS IN ALL THE COMPETATOR BANKS.
- DISTERBUT LEADS AND REFFERANCES FOR MY TEAM STAFF.
- MAINTAINING AND DEVELOPING RELATIONSHIPS WITH EXISTING CUSTOMERS IN PERSON AND VIA TELEPHONE CALLS AND EMAIL TO MAKE THEM UPDATES WIL ALL THE NEW OFFERS AND PRODUCTS.
- MAKING CALLS TO ARRANGE MEETINGS WITH POTENTIAL CUSTOMERS TO PROSPECT FOR NEW BUSINESS.
- PRESENTING THE PRODUCT OR SERVICE IN A STRUCTURED PROFESSIONAL WAY FACE TO FACE
  - LISTENING TO CUSTOMER REQUIREMENTS AND SUGGEST A FINANCIAL SOLUTION MATCHING WITH CUSTOMERS REQUIREMENTS.
- SELL PERSONAL LOANS AS CORE PRODUCT, OPEN ACCOUNTS & SELL CREDIT CARDS.
- CHALLENGING ANY OBJECTIONS WITH A VIEW TO GETTING THE CUSTOMER TO BUY
- DOING AFTER SELL SERVICE TO BUILD STRONG RELATIONS WITH THE CUSTOMERS.
- FLOWING THE TEAM SALES AND ACHIVEMENTS.
- TO BUILD A RELATIONSHIP WITH ALL THE CUSTOMERS TO MEET MY MONTHLY REVENU TARGET.
- ARRANGING TEAM MEETING AND SHARING BEST PRACTICE WITH COLLEAGUES

**EXTREME FITNESS CLUB  
CAIRO EGYPT.**

**"SALES TEAM LEADER"**  
FROM 01/07/2012 TO 15/6/2013

- SUGGEST, ASSIST IN IDENTIFY, SETTING UP SALES STRATEGY.
- SET UP SALES PLAN IN ORDER TO ARCHIVE SALES TARGET REQUIRED BY THE Company. Detailing sales action plan to ensure that the target will be achieved.
- INVITE APPLICATIONS, INITIATE PROCESSING AND HO FOR SMOOTH PROCESS FLOWS AND SPEEDY RESPONSE TIME.
- SUPPORT, MOTIVATE STAFF MEMBER TO ACHIEVE INDIVIDUAL AND TEAM TARGET.
- SUPERVISE DAILY WORK OF SALES STAFF.
- BUILD UP GOOD RELATIONSHIP WITH SERVICE PROVIDER IN THE RESPONSIBLE FIELD.
- MONTHLY, QUARTERLY AND ANNUAL MARKET UPDATE REPORT ON NEW SERVICES COMPETITORS, BUSINESS OPPORTUNITIES, ETC.
- NEGOTIATE OR ASSIST IN NEGOTIATION WITH KEY SERVICES PROVIDERS IN ORDER TO IMPROVE THE PRICING.
- WORK CLOSELY WITH OTHER JOB FUNCTIONS IN THE COMPANY TO IMPROVE OVERALL SERVICES LEVEL.

**VODAFONE EGYPT**

**"CUSTOMER SERVICE REPRESENTATIVE"**  
FROM 5/02/2011 TO 30/05/2012

- GREET CUSTOMERS AND FIND OUT THEIR NEEDS.
- DESCRIBE THE BENEFITS AND FEATURES OF PRODUCTS AND SERVICES, HELP AND RECOMMEND THE RIGHT OPTION TO BE SELECTED TO THE CUSTOMER.
- RECEIVE AND PROCESS CASH, CHECK AND RECHARGE CREDIT PAYMENT.
- DELIVER A VERY HIGH QUALITY OF SERVICE TO ALL CATEGORIES OF CUSTOMERS.
- RECEIVE CUSTOMER'S COMPLAINTS AND INQUIRIES AND SOLVE ANY ISSUE.
- SELL MOBILES, POST AND PREPAID LINES.
- TAKE STOCK INVENTORY AND REQUESTING NEW STOCK.

**VODAFONE EGYPT**

**"CUSTOMER SERVICE AGENT, CALL CENTER"**  
FROM 15/04/2010 TO 31/01/2011

**EDUCATIONAL QUALIFICATION**

- AIN SHAMS UNIVERSITY FACULTY OF COMMERCE ACCOUNTING DEPARTMENT MAY 2011.
- HIGH SCHOOL EDUCATION: IMBABA LANGUAGE SCHOOL. CUSTOMERS SERVICE

## COURSES & TRAINING ATTENDED

- BARCLAYS BANK
  - BANKING INDUSTRY (IN HOUSE TRAINING) 2013
  - ANTI-MONEY LAUNDERING REGULATIONS 2013
  - SELLING SKILLS & CUSTOMER SERVICE 2013.
  - PERSONAL BANKING ADVISOR CERTIFICATION 2013
- General English Program in the American University in Cairo.

## LANGUAGES

LANGUAGES	READ	WRITE	SPEAK	TYPING
ARABIC	EXCELLENT	EXCELLENT	EXCELLENT	35 WPM
ENGLISH	EXCELLENT	EXCELLENT	EXCELLENT	35 WPM

## PROFESSIONAL QUALIFICATION

- H/W MAINTENANCE AND INSTALLATION.
- NETWORKS SUPPORT AND TROUBLE SHOOTING.
- DATABASE (MICROSOFT OFFICE ACCESS).
- MS OFFICE (POWER POINT, WORD, EXCEL & OUTLOOK).
- WINDOWS NT 4.0 INSTALLATION, ADMINISTRATION AND SUPPORT.BY
- WINDOWS 2000 SERVER/PROFESSIONAL INSTALLATION AND SUPPORT.
- WINDOWS XP SERVER/PROFESSIONAL INSTALLATION AND SUPPORT.
- EXCELLENT COMMUNICATION & PRESENTATION SKILLS.

## PROFESSIONAL SKILLS

- Negotiation & presentation Skills, Can communicate at all levels, hard worker and Reliable.
- Flexibility to Work under pressure and in different kinds of environment.
- Ability to multi-task and prioritize.
- Capacity for understanding inter-team conflicts and escalating when necessary.
- Highly energetic person with great ability to work under tension getting the best results.
- Excellent customer skills, good & active listener, patient, sociable, friendly, calm like to help people and work in team work.
- Ability to contain, lead others and organizing, manage, control and strategic thinking of work.
- Proactive, self-motivated and has high determined attitude.