

ABDULLAH EL-SHA'AER

SALES SUPERVISOR

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Career Objective

Experienced sales supervisor with a proven track record of driving revenue growth. Expertise in leading high-performing teams, implementing strategic sales initiatives, and exceeding targets. Demonstrated success in recruitment freelancing, showcasing strong interpersonal and leadership skills. Proactive problem solver with a keen ability to optimize sales processes and foster a collaborative work environment.

Work Experience

Sales Supervisor

Orange Egypt

2023 - Till Now

- Leading and managing a team of sales representatives: This involves providing guidance, coaching, and training to sales team members, setting sales targets, and monitoring their performance.
- Developing sales strategies: Sales supervisors are responsible for developing effective sales strategies to increase revenue and meet sales goals. They analyze market trends, customer needs, and competitor activities to develop targeted sales plans.
- Monitoring sales activities: Sales supervisors closely monitor the sales activities of their team members, including prospecting, customer visits, negotiations, and closing deals. They review sales reports, analyze sales data, and provide feedback and guidance to improve performance.
- Setting and achieving sales targets: Sales supervisors set sales targets for their team members and work with them to develop action plans to meet these targets. They track progress, provide support and resources, and motivate the team to achieve or exceed their goals.
- Building and maintaining customer relationships: Sales supervisors play a key role in building and maintaining relationships with key customers. They may participate in customer meetings, negotiations, and presentations to ensure customer satisfaction and retention.
- Training and development: Sales supervisors identify training needs and provide ongoing training and development opportunities to their team members. They may conduct sales training sessions, workshops, or seminars to enhance the sales skills and product knowledge of their team.
- Reporting and analysis: Sales supervisors prepare and present sales reports, forecasts, and analysis to senior management. They provide insights and recommendations based on sales data to improve sales strategies and achieve business objectives.

Telesales Team Leader

Orange Egypt

2022 - 2023

- Supervising and guiding the telesales team: The team leader must provide direction, support, and coaching to the team members to help them achieve their sales goals. They are responsible for monitoring the team's performance and ensuring that they are meeting their targets.
- Setting sales targets and objectives: The team leader works closely with the sales manager to set sales targets and objectives for the team. They must ensure that the team members understand these targets and have the necessary resources and training to achieve them.
- Training and development: The team leader is responsible for training new team members and providing ongoing coaching and development opportunities for the existing team. They must identify areas for improvement and provide guidance to help the team members enhance their sales skills.
- Monitoring and reporting: The team leader tracks the team's performance and prepares regular reports for the sales manager. They analyze sales data, identify trends, and make recommendations for improvement. They must also ensure that accurate records of sales activities are maintained.

- **Motivating the team:** The team leader plays a crucial role in motivating the telesales team. They must create a positive and supportive work environment, recognize and reward achievements, and address any performance issues or conflicts within the team.
 - **Collaborating with other departments:** The team leader works closely with other departments, such as marketing and customer service, to ensure a smooth flow of information and coordination. They may also collaborate with the sales manager to develop sales strategies and initiatives.
 - **Staying updated with industry trends:** The team leader must stay informed about industry trends, market conditions, and competitors' activities. They should be aware of the latest sales techniques and technologies to continuously improve the team's performance.
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Customer Care Team Leader Orange Egypt

2021 - 2022

- Supervising and guiding the customer care team to ensure they provide excellent customer service and meet performance targets.
 - Training and coaching team members on customer service skills, product knowledge, and company policies and procedures.
 - Monitoring team performance and providing regular feedback to help improve individual and team performance.
 - Handling escalated customer complaints or issues that cannot be resolved by team members.
 - Developing and implementing strategies to improve customer satisfaction and loyalty.
 - Creating and maintaining customer service standards and procedures.
 - Collaborating with other departments, such as sales or marketing, to ensure a seamless customer experience.
 - Analyzing customer feedback and data to identify areas for improvement and implementing necessary changes.
 - Conducting performance evaluations and providing recommendations for promotions or disciplinary actions.
 - Keeping up-to-date with industry trends and best practices in customer service.
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Senior Specialist Triple Play Orange Egypt

2020 - 2021

- **Handling customer inquiries:** Responding to customer queries, complaints, and requests related to their triple play services. This may involve troubleshooting technical issues, explaining billing details, or providing information about service upgrades or changes.
- **Resolving customer issues:** Investigating and resolving customer problems or complaints in a timely and satisfactory manner. This may involve coordinating with technical support teams, escalating issues to higher levels if necessary, and ensuring customer satisfaction.
- **Providing product information:** Educating customers about the features, benefits, and pricing of triple play services. This includes explaining various service packages, promotional offers, and additional features available to customers.
- **Assisting with account management:** Helping customers with account-related tasks such as setting up new services, upgrading or downgrading their plans, processing billing adjustments, and managing account details.
- **Maintaining customer records:** Accurately documenting customer interactions, inquiries, and resolutions in the customer relationship management (CRM) system. This ensures that customer information is up to date and easily accessible for future reference.
- **Upselling and cross-selling:** Identifying opportunities to promote additional services or products to customers based on their needs and preferences. This may involve suggesting upgrades, add-ons, or bundling options to enhance the customer's triple play experience.

- Providing excellent customer service: Ensuring high-quality service delivery by adhering to company standards and guidelines. This includes maintaining a professional and courteous demeanor, actively listening to customers, and striving to meet or exceed customer expectations.

Customer Care

Vodafone Egypt

2018 - 2019

- Supervising and guiding the customer care team to ensure they provide excellent customer service and meet performance targets.
- Training and coaching team members on customer service skills, product knowledge, and company policies and procedures.
- Monitoring team performance and providing regular feedback to help improve individual and team performance.
- Handling escalated customer complaints or issues that cannot be resolved by team members.
- Developing and implementing strategies to improve customer satisfaction and loyalty.
- Creating and maintaining customer service standards and procedures.
- Collaborating with other departments, such as sales or marketing, to ensure a seamless customer experience.
- Analyzing customer feedback and data to identify areas for improvement and implementing necessary changes.
- Conducting performance evaluations and providing recommendations for promotions or disciplinary actions.
- Keeping up-to-date with industry trends and best practices in customer service.

Education

Mukattam High School

Secondary School

2012 - 2013

Bachelor of Commerce

Cairo University

2021 - 2022

Certifications

PMP - SHRM

2022

Certified Marketing Assistant

2023

Additional Skills

- Leadership
- Communication:
- Sales expertise
- Problem-solving
- Analytical skills
- Time management
- Customer focus
- Relationship-building
- Coaching and training
- Adaptability
- Microsoft

SINCERELY,



ABDULLAH EL-SHA'AER