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**Ahmed Mohamed Magdy EL Tatawy**

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| Personal Information | * *Marital status: Single* * *Nationality: Egyptian* * *Birth Date: 6/1/1986* |
| Education | *2004-2008 Information System-High advanced academy – EL Haram* |
| Language | *Good in English* |
| Computer Skills | * *MS. Office.* * *HTML, SQL, PhotoShop, Oracle, Front Page, V.B6* |
| Personal Skills | * *Excellent team player.* * *Highly customer-service oriented and awareness of customers' needs.* * *Ability to handle customers' requests and problems.* * *Ability to work under pressure in dynamic environment* * *Fast learner, Self-motivated and customer focused* * *Good selling, negotiation, and communication skills* * *Motivated and target-driven with a proven track record in sales* |
| Management Courses | * *Basic Communication* * *Inter personal Skills.* * *Management Basics.* * *Customer Services.* * *Marketing* |
|  | ***2022– 2024 Platinum Auto exotic Giza-EG***  ***Salesman***   * *Greeted and actively listened to customers to uncover purchasing needs and provide recommendations based on automotive requirements.* * *Used consultative sales process to match customers with vehicles suiting their needs.* * *Demonstrated vehicle functionality and explained options, accompanied prospective customers on test drives, and explained costs associated with purchase.* * *Researched new automotive releases to maintain knowledge of new products and trends.* * *Follow up with the customers who have visited the showroom.* * *Answer prospective clients' questions about quality, prices, payment plan, etc.*   **2024 to now**  **work in**  **El koptan For import and export**   * Experience in selling cars, first owner and expatriate initiative abroad. * Dealing with CRM software and dealing * selling through social media. * selling through showroom. * selling through hot line.   ***2017– 2022 Al-Gendy Motors Giza-EG***  ***Salesman***   * *Trained by Renault & KIA* * *Establish, develop, and maintain positive business and customer relationships.* * *Ability to understand the client requirements and provide solutions based on their requirement as you need to explain about the features of certain vehicles that suits customer needs* * *Ability to create sales through giving quality information that matches the needs of the customers.* * *Ability to immediately communicate about the availability of the models.* * *Achieve agreed-upon sales targets within the pre-aligned time frame.* * *Close deals with consumers in a professional manner.* * *Interact with clients in a customer-oriented way.* * *Increasing sales, revenue and customers.* * *Understanding the characteristics, capabilities, and features of all cars, and providing the potential customer with detailed information, including comparing different competitive models.* * *Conduct test drive with customers.* * *Building a rapport with potential customers.* * *Maintaining an updated customer database* * *Assisting customers in completing the relevant paperwork required for a successful sale process.*   ***2013 – 2017 Corplesa Company Giza-EG***  ***Car Maintenance and Operation***   * *Control and monitor car maintenance according their scheduled maintenance* * *Keeps equipment available for use by inspecting and testing vehicles; completing preventive maintenance such as, engine tune-ups, oil changes, tire rotation and changes, wheel balancing, replacing filters.* * *Maintains vehicle functional condition by listening to operator complaints; conducting inspections; repairing engine failures; repairing mechanical and electrical systems malfunctions; replacing parts and components; repairing body damage.* * *Verifies vehicle serviceability by conducting test drives; adjusting controls and systems.* * *Complies with state vehicle requirements by testing engine, safety, and combustion control standards.* * *Maintains vehicle appearance by cleaning, washing, and painting.* * *Maintains vehicle records by recording service and repairs.* * *Keeps shop equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; calling for repairs.* * *Contains costs by using warranty; evaluating service and parts options.* * *Keeps supplies ready by inventorying stock; placing orders; verifying receipt.* * *Handle customers inquire* * *Act as link between customer and car agencies* * *Follow up the customer's related cases and provide customers with feedback on final status* * *Accomplishes maintenance and organization mission by completing related results as needed.*   ***2009 – 2013 Call Center Mobinil Cairo-EG***  ***Customer Services***   * *Monitoring and reporting customer attitudes* * *Handle customer’s inquire* * *Follow up the customer's related cases and provide customers with feedback on final status* * *Provide customers with required information related to company services and procedures* * *Update customer profiles and contact management with all customer demands and inquires* * *Focus on offering the costumer a solution approach rather trying to sell products.* * *Responsible for analyzing customer problem* * *Identify potential opportunities for establishing and maintaining strong communication channels with different media means and windows*. * *Target old customers with potential new product lines and target new clients with new and existing products.* * *Reduce defective calls that result in call-backs.* * *Reduce Handel time by improving system navigation skills.* * *Troubleshoot problem areas.* * *Review scripting for improvement.* |