Sameh Omar Abd-Elshafieaa

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An experienced sales man with 2 years in cars field responsible for generating sales, building and maintaining relationships with clients, and achieving revenue targets and identifying potential customers, explaining the features and benefits of products or services, and closing sales deals. Moreover, maintain accurate records of sales, meet with clients, and follow up on leads. Actively, searching for a new opportunity to be contributed

# Experience

# B6 Group for Cars – KSA Feb.2024 – Present

**Sales Man & Reception**

* Monitoring the workflow and ensuring that receiving cars and collision repair operations are carried out in accordance with standards and quality assurance.
* Managing the team and submitting reports to the senior management on the performance of the center and the employees with recommendations to improve performance and increase performance. And analyze financial and operational results
* Supervising the car polishing department, spraying and plumbing, ensuring standards and quality assurance before handing it over to the customer.
* Ensure the availability of all tools and equipment necessary for shock suction operations and maintain them periodically.
* Monitoring the inventory of used materials and submitting purchase orders when needed to ensure that workflow is not interrupted.
* Receiving customers and dealing with customer complaints and inquiries in a professional manner.
* Monitoring operational costs and controlling expenses in line with the center's profitability goals.
* Providing recommendations to enhance profitability and performance and increase customer satisfaction
* Building good relationships with suppliers to ensure that materials and equipment will deliver on time and at the best prices.

# Diamond Leadership for Car Rental– KSA Sep.2023 – Feb.2024

**Sales Supervisor**

* Lead, guide, and motivate the sales team to achieve or exceed sales targets.
* Monitor individual and team performance, providing feedback and guidance as necessary.
* Assist in developing sales strategies and ensure their implementation within the team.
* Train new sales staff on company policies, sales techniques, and product knowledge.
* Track sales activities and performance metrics, preparing regular reports for management.
* Handle escalated customer issues or complaints and ensure they are resolved in a timely manner.
* Build and maintain strong relationships with key clients to drive repeat business.
* Recommend adjustments in sales strategies to remain competitive.
* Oversee inventory levels to ensure products are adequately stocked for sales.
* Collaborate with other departments (e.g., marketing, finance) to support overall business goals.

# Steigenberger ( Taba) – Egypt Apr.2022 – Jun.2023

# Customer Service

* Answer customer questions via phone, email, chat, or in person regarding products, services, policies, or account information.
* Handle customer complaints or issues, offering appropriate solutions in a timely manner.
* Assist customers with placing orders, tracking shipments, and managing returns or exchanges.
* Follow up with customers to ensure their problems are resolved and they are satisfied with the outcome.
* Gather feedback from customers regarding their experience to help the Hotel improve its services.

# Trainings & Courses

# Digital Marketing - Google 2023

* Human Development – British Council **2019**
* English Course **-** British Council **2017**
* ICDL - British Council **2017**

# Education

**- Bachelor’s Degree in Business Administration – Marketing Dep.**

6th. of October University, Egypt **2020**

**Skills & Other**

**Soft Skills:**

Decision-Making / Team Work / Critical Thinking/ Communication Skills/ [Problem-solving](https://enhancv.com/resume-skills/problem-solving/)/ [Time management](https://enhancv.com/resume-skills/time-management/) Organization skills / Presentation Skills / Negotiation

**Hard Skills:**

* Presentations / Slideshows / ERP ( Daftrah / Nafath (
* Web / Typing / MS Office
* Database management
* Email Etiquette /
* PowerPoint / MS Excel / MS Word / Data Analysis
* Google drive / Networking /

**Languages:**

**English**: Good

**Arabic**: Mother Language