

MOUSTAFA GAMAL ABD ELRAHEEM

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Professional Summary

Results-driven Sales Professional with over 5 years of experience in B2B and B2C sales within telecommunications, retail, and fragrance industries. Demonstrated ability to exceed KPIs by 13%, manage up to 70 customer interactions daily, and improve customer satisfaction by 28%. Proven expertise in team expansion, strategic product promotion, and increasing daily sales by 30%.

Skills

- Sales Forecasting and Planning
- CRM Software (Siebel, HubSpot)
- Qualified Lead Generation
- Key Account Management
- Consultative Selling
- Cross-Selling and Upselling Strategies
- B2B and B2C Sales Strategies
- Revenue Growth Strategies
- Strategic Negotiations
- Performance Analytics and Reporting
- Feedback Collection
- Effective Problem-Solving

Work History

VIP Sales Executive, 01/2025

Bayt Alebaa for Ceramics and Sanitary – Riyadh, Saudi Arabia

- Professional consultations on selecting sanitary ware, porcelain tiles, and wooden flooring based on project needs.
- Prepared and submitted technical and commercial quotations tailored to individual clients and contracting firms.
- Conducted site visits to assess project requirements and align material selection with design and execution constraints.
- Proposed alternative technical solutions and product substitutions from top brands such as Grohe, Kohler, Geberit, Duravit, Ideal Standard. Generated brand awareness and positive product impressions to increase sales.

Express Retail Adviser, 09/2020 to 09/2024

Etisalat Egypt For telecommunications – Cairo, Egypt

- Welcomed customers and provided assistance in locating and purchasing products.
- Increased sales and customer satisfaction through personalized servicing.
- Utilized consultative sales techniques to upsell products, boosting customer loyalty by 20%.
- Managed promotions and inventory, ensuring optimal product availability and store presentation.
- Generated brand awareness and positive product impressions to increase sales.

Sales Representative, 04/2019 to 03/2020

Royal Palace For perfumes – Cairo, Egypt

- Met with existing customers and prospects to discuss business needs and recommend optimal solutions.
- Developed and delivered engaging sales presentations to convey product benefits.
- Created professional sales presentations and seminars to effectively demonstrate product features and competitive advantages.
- Expanded customer base and boosted profit within product line.
- Set up calendar with customer birthdays and other special events for personal touch.
- Implemented marketing strategies and techniques, increasing revenue and customer satisfaction.
- Trained and mentored new sales representatives.
- Assisted in product placement and visual merchandising, maintaining attractive and inviting appearance.

Salesperson, 02/2015 to 08/2016

Elshreif Group for Ceramics – Beni Suef, Egypt

- Balanced and organized cash register by handling cash, counting change and storing coupons.
- Effectively located merchandise across various stores to address customer needs.
- Displayed merchandise by arranging in appealing ways to boost sales.
- Asked open-ended questions to determine needs and assisted customers in selecting appropriate merchandise.
- Managed customer from initial contact to closing with attention to detail to build loyalty.
- Provided product benefits and advantages and discussed pricing with interested parties.

Education

Bachelor of Accountancy: Accounting, 05/2017

Faculty of Commerce - Beni Suef

Courses and Certificates

- **General English language:** AUC , 11/2017
- **Digital Marketing :** MCIT , 12/2022
- **German Language :** Self-learning
- **Adobe Photoshop :** Self-learning
- **CRM Tools Training:** Siebel CRM, HubSpot CRM