

MOHAMED ALI ELDADAMONI

Sales Representative

📍 Aladyan , Jeddah , Makkah

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INTRODUCTION

Results-driven *Sales Representative* with *1.5+ years of expertise* in *marble, ceramic, and porcelain* sales at Afaq Al Diyar, leveraging strong client engagement and product knowledge to drive revenue. Previously, *5+ years* of progressive experience in telecom (Vodafone & Talkmobile UK), including roles as *Subject Matter Expert (SME), Team Leader in Credit Collections, and Customer Service*. Adept at building relationships, resolving complex issues, and leading teams to exceed targets. Combines technical industry insight with exceptional communication and negotiation skills to deliver solutions tailored to customer needs.

EXPERIENCE

Nov 2023- PRESENT

Afaq Al Diyar for Marble and Stones. Jeddah , SA Sales Representative

- Sales & Business Development: Set new clients and contacts with contractors, architects and developers.
- Product Expertise: Provided consulting for selection of marble, granite, ceramic and porcelain including technical details and uses.
- Negotiation & Deal Closing: Attained his sales targets by proposing quotes, negotiating contracts, and pursuing leads checkups.
- Order Coordination: Administrative Tasks relating to the supply chain aided the logistic team in maintaining timely delivery and assisting in resolving post-sale concerns.
- Customer Retention: Maintained *95%+ client retention rate* through proactive after-sales support.
- Market Expansion: Penetrated new commercial projects in Western Province, boosting regional market share.

Dec 2022 - Nov 2023

Talkmobile Uk. Cairo , Egypt Senior Subject Matter Expert

- Overseeing day-to-day operations and ensuring the delivery of exceptional service to Talk mobile UK customers.
- Listened to calls made by agents to ensure that quality has been met in each and every call and updated Senior Management.
- Acted as a key point of contact for escalated issues, applying advanced problem-solving skills to address complex challenges and ensure timely resolutions.
- I have been selected as Top Subject matter expert in first 2 quarters.

May 2022 - Dec 2022

Talkmobile Uk. Cairo , Egypt Customer Service Team leader

- Developed and delivered training programs for team members, focusing on product knowledge, customer service skills, and company policies.
- Provided leadership and guidance to team of 18 Members, fostering a positive and collaborative work environment.
- Monitored and analyzed team performance metrics, implementing improvement initiatives to enhance efficiency and effectiveness.

EDUCATION

2019- 2023| Nile Academy

Bachelor of Information Systems

Minor in Business Administration

SKILLS

- Adaptability
- Problem-Solving
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Conflict Resolution
- Team Building
- Analytical Thinking
- Collaboration
- Research Skills
- Analysis
- 365 office
- Customer Focus
- Customer Relationship Management (CRM) Software

Dec 2021- May 2022

VOIS UK, Cairo, Egypt

Credits and Collections Subject Matter Expert

- Acted as a point of contact for escalated customer issues, providing resolutions and maintaining a high level of customer satisfaction.
- Provided Vulnerable Customers and Those that weren't able to pay with suitable Payment Plans to cover their debts.
- Worked close to customer relations team to reduce complaints and to try recover debts for the company.
- Conducted Daily meetings with Credits and collections advisors in UK, Egypt and India to Update them with quality guidelines and best practice and with companies Updates

Nov 2019- Dec 2021

VOIS UK, Cairo, Egypt

Credit and Collections Team leader

- Conducted daily meetings with team members to Share Kips, Best Practices and Companies Policies.
- Monitored and analyzed team performance metrics, implementing improvement initiatives to enhance efficiency and effectiveness.
- Worked with Quality and compliance teams to be updated with agents Performance.
- Updated senior management on daily basis with Kips and Points of weakness.

Oct 2018- Nov 2019

Vodafone UK, Cairo, Egypt

Customer service Agent

- Managed a high volume of customer interactions while maintaining a positive and professional demeanor.
- Achieved and consistently exceeded performance metrics, including customer satisfaction scores and resolution times.
- Actively participated in training programs to stay updated on product launches, policy changes, and industry trends. Demonstrated in-depth knowledge of Vodafone products, services, and promotions to effectively guide customers and drive-up selling opportunities

LANGUAGES

- English
- Arabic (Mother tongue)

PROJECTS

- 2018-2019, Converting to Mobile and Home Broadband in One Team
- 2019, Launching Credits and collections in Egypt site
- 2022, Introducing new sales system to Talk mobile agents