

AHMED BELAL MAHMOUD

CUSTOMER SERVICE & SALES SPECIALIST | DRIVING REVENUE & CLIENT LOYALTY ACROSS BANKING, CALL CENTERS & RETAIL

 +971-545358476	 ahmedbelal95.official@gmail.com	 Cairo, Egypt (Willing to Relocate)	 linkedin.com/in/ahbelaal95
--	---	--	--

PROFESSIONAL SUMMARY

Results-oriented Customer Service & Sales Specialist with proven expertise across banking, call centers, and retail environments. Adept at building and maintaining strong client relationships, promoting financial products, and resolving customer inquiries with efficiency and professionalism. Skilled in driving revenue growth, exceeding sales targets, and delivering exceptional customer experiences. Known for adaptability, strong communication skills, and the ability to thrive in fast-paced, high-pressure environments.

Currently based in Egypt, planning to relocate to the UAE by mid-August or to KSA if offered a suitable opportunity.

PROFESSIONAL EXPERIENCE

SALES EXECUTIVE

Contact Financial Holding	Cairo, Egypt	May 2023 – Feb 2025
- Delivered personal loan, installment, and insurance solutions for a leading non-bank financial services provider in Egypt. - Assisted walk-in clients with applications, ensuring accuracy and compliance with credit policies. - Followed up on leads to maximize conversion rates and achieve monthly sales targets. - Prepared and verified client documentation, maintaining confidentiality and data accuracy. - Promoted tailored financial products, contributing to branch revenue growth and customer satisfaction.		

CUSTOMER SUPPORT REPRESENTATIVE

Aman Holding Group	Cairo, Egypt	Dec 2021 – Feb 2023
- Provided support for digital financial services, including consumer finance, e-payments, and micro-finance solutions. - Handled high-volume inbound and outbound inquiries, identifying client needs and delivering prompt solutions. - Promoted personal loans, wallet registration, and other fintech products during customer interactions. - Maintained accurate call logs and CRM records, ensuring confidentiality and compliance with regulations. - Consistently met or exceeded performance targets, contributing to customer satisfaction and revenue growth.		

TELESALES AGENT

Xceed Contact Center	Cairo, Egypt	Mar 2020 – Oct 2021
- Contacted potential customers via outbound calls to promote banking products and services. - Identified customer needs and matched them with suitable financial solutions. - Negotiated effectively to maximize lead conversion and close sales. - Maintained accurate CRM records and adhered to compliance guidelines. - Consistently met or exceeded monthly sales targets and KPIs.		

CUSTOMER SERVICE AGENT

Raya Holding for Financial Investments	Cairo, Egypt	Oct 2018 – Feb 2020
- Provided customer support for financial services, e-payments, and retail solutions. - Handled inbound inquiries and complaints, following SLA standards and escalation procedures. - Assisted customers with product knowledge and service offerings to meet their needs. - Maintained accurate CRM records and ensured confidentiality in all transactions. - Consistently exceeded service quality and customer satisfaction targets.		

SALES ASSOCIATE

Ravin Fashion	Ismailia, Egypt	Apr 2015 – Aug 2018
- Assisted customers in selecting apparel based on style, fit, and current trends. - Managed point-of-sale transactions accurately and efficiently. - Maintained store visual standards and organized merchandise displays. - Monitored inventory levels and coordinated stock replenishment. - Delivered high-quality customer service, building loyalty and repeat business.		

EDUCATION

BACHELOR OF ARTS IN HUMANITIES (GEOGRAPHY)

Suez Canal University	Ismailia, Egypt	Graduated: July 2018
-----------------------	-----------------	----------------------

KEY SKILLS

CUSTOMER SERVICE & COMMUNICATION

- Client Relationship Management
- Complaint Handling & Resolution
- After-Sales Support
- Effective Communication
- Customer Needs Analysis
- High-Pressure Problem Solving

SALES & BUSINESS DEVELOPMENT

- Personal Loan & Credit Card Sales
- Lead Generation & Follow-Up
- Upselling & Cross-Selling
- Target Achievement
- Negotiation Skills
- Retail Sales Operations

OPERATIONS & TECHNICAL

- CRM & POS Systems
- Microsoft Office (Word, Excel, Outlook)
- Data Entry & Accuracy
- Time Management
- Visual Merchandising
- Compliance & Confidentiality

CERTIFICATIONS

• Customer Service: Handling Abusive Customers	LinkedIn Learning (Issued Jan 2024)
• Sales Strategy: Key Account Growth With AI	LinkedIn Learning (Issued Sep 2023)
• Zendesk Customer Service Professional	LinkedIn Learning (Issued Mar 2023)
• Customer Service Foundations	LinkedIn Learning (Issued Dec 2022)
• Become a Project Manager	LinkedIn Learning (Issued Jun 2022)
• Advanced Google Analytics Certificate	Google Academy (Issued Mar 2022)

LANGUAGES

• Arabic	Native Speaker
• English	Limited Working Proficiency (B1)