

Marwan Ossama Mohamed Afify

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Professional Summary

Sales and customer service professional with over 10 years of experience across multiple sectors including electronics, telecommunications, bancassurance, and hospitality.

Possesses strong skills in communication, negotiation, time management, working under pressure, fast learning, and both independent and team-based work.

Sales expert with excellent English fluency in addition to native Arabic. Demonstrated product knowledge and high-quality customer service experience with attention to detail.

Proficient in computer usage, Microsoft Office, internet, and email systems.

Education

Bachelor of Arts – Beirut Arab University 2009

Professional Experience

- Sales Supervisor at Bawan Trading Company in Riyadh 6 month
- Sales Team Leader – B.Tech Company (Electronics & Home Appliances) Sep 2021 – Mar 2025
- B2B Sales Representative – GIG Banking Insurance Dec 2018 – Aug 2021
- Sales Representative – B2B Samsung Egypt Mar 2010 – Nov 2018
- Customer Service Representative – Khiran Resort, Kuwait Jan 2009 – Feb 2010
- Retail Sales Associate – Orange Telecom Company Aug 2006 – Dec 2008

Skills

- Leadership and team management
- Sales negotiation and persuasion
- Professional customer service and problem solving
- Building long term client relationships
- Extensive knowledge in electronics and telecom products
- Customer service
- Strong verbal and written communication skills
- Working under pressure to meet targets

Certifications & Training

- Sales Training Certificate from Samsung
- Marketing Training Certificate from Samsung

Additional Information

- Committed to professional development by attending sales-related conferences and workshops, and staying updated with the latest market trends.