



MOHAMED ADEL

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Experienced Sales Operations Manager with a proven track record of enhancing sales team performance and streamlining processes. Proficient in analyzing sales data, implementing process improvements, and leveraging technology to drive revenue growth. Adept at collaborating across departments to align strategies, optimize sales pipelines, and provide actionable insights. Skilled in managing sales technology tools, conducting data-driven analysis, and developing sales training programs. Recognized for strong leadership, problem-solving, and project management abilities. Bringing expertise in sales methodologies and a results-driven approach to contribute to organizational success.

WORK EXPERIENCES

FROM 12/2023 – TO CURRENT

Telemarketing Consultant

YORK TOWERS – TBILISI, GEORGIA --- (REMOTE WORK)

- Leading telemarketing campaigns to market residential and commercial properties to potential clients.
- Implementing specific marketing strategies to increase the number of appointments for property viewings and achieve sales.
- Identifying and qualifying potential clients through phone calls and directing them to suitable appointments.
- Managing data and updating client records in the Customer Relationship Management (CRM) system.
- Effectively communicating with clients to follow up on transactions and provide necessary support during the sales process.
- Following up with potential clients through phone calls to identify their needs and requirements.
- Providing essential information about properties and scheduling appointments for viewings and inquiries.
- Assisting in market analysis and understanding market trends to enhance marketing strategies.

FROM 08/2022 – TO 12/2023

OPERATIONS COORDINATOR

MYLERZ – CAIRO, EGYPT

- Attention to Detail, Precision in handling documentation, tracking shipments, and monitoring inventory to avoid errors and delays.
- Ensuring all shipping documentation is accurate, complete, and compliant with relevant regulations.

- Effectively communicating with team members, clients, and external partners to coordinate operations and resolve issues.
- Analytical Skills, using analytical skills to assess shipping data, identify trends, and make informed decisions to optimize operations.
- Identifying potential risks in the shipping process and implementing strategies to mitigate them.
- Monitoring and maintaining the quality standards of shipped goods and services.
- Being adaptable to changes in schedules, shipping routes, and handling unexpected challenges that may arise during the shipping process.
- Efficiently managing time and prioritizing tasks to meet deadlines and maintain a streamlined workflow.
- Managing multiple tasks simultaneously, such as coordinating shipments, updating records, and communicating with various stakeholders.

FROM 07/2018 – TO 06/2022

OPERATIONS MANAGER

HARMONT & BLAINE – CAIRO, EGYPT

- Analyze current sales processes, identify bottlenecks, and develop strategies to improve efficiency and productivity.
- Implement best practices for lead management, opportunity tracking, and sales pipeline management.
- Collaborate with cross-functional teams, such as marketing, finance, and IT, to ensure alignment of sales processes with company goals.
- Gather, analyze, and interpret sales data to provide insights to sales leadership for informed decision-making.
- Create and monitor storage capacity and stock levels.
- Supervise the arrangement and follow-up to ensure the receipt of goods.
- Prepare inventory forecasts, monitor sales, receipts, and write-offs, and adjust forecasts as required.
- Receive shipments and match them with purchase invoices.
- Manage inventory, including receiving, coding, and pricing of goods.
- Conduct regular performance reviews of individual sales representatives, evaluate their performance against targets, and provide constructive feedback.
- Continuously provide the sales team with resources and support to enhance their selling skills.
- Create and update sales playbooks, scripts, and objection handling guides for various sales scenarios.

FROM 01/2016 – TO 07/2018

OPERATIONS MANAGER

0 2 9 KIDS WEAR – CAIRO, EGYPT

- Create and maintain sales dashboards and reports to track key performance metrics, sales trends, and forecasts.
- Identify areas of improvement based on data-driven analysis and recommend actionable solutions.
- Support the planning and customization team to ensure both the team's functional

objectives are met. This should include handing over the team's financial objectives, developing/re-forecasting store/sub-category plans, and performing customized analysis focused on maximizing opportunities and minimizing risks.

- Collaborate with the wholesale team to sell unproductive products and communicate with the distribution center and stores on any Return to Vendor (RTVs).
- Create and monitor storage capacity and stock levels.
- Work closely with the Merchant, Planning Manager, and Store Operations Manager to develop best-in-class new store opening inventory assortments.
- Receive shipments and match them with purchase invoices.
- Manage inventory, including receiving, coding, and pricing of goods.
- Supervise the arrangement and follow-up to ensure the receipt of goods.
- Prepare inventory forecasts, monitor sales, receipts, and write-offs, and adjust forecasts as required.
- Complete the daily operations of the accounting department: payables/receivables, cash receipts, and treasury movement.
- Prepare and review payment and receipt vouchers.
- Prepare the general ledger and close accounts at the end of each month.
- Follow up on attendance and departure statements, salaries, incentives, rewards, and discounts.

FROM 05/2012– TO 10/2015

SALSAS AND ACCOUNTANT

NAXT CASUAL WEAR- EGYPT, CAIRO

- Complete the daily operations of the accounting department, including accounts, accounts receivable, cash receipts, treasury movement, general ledger, and daily sales.
- Execute marketing operations to enhance the sales process, product display, and sales effectiveness.

SKILLS

- Merchandise planning
- Generating reports on goods, sales, and purchases
- Managing inventory, including receiving, coding, and pricing
- Proficient in Microsoft Excel and Word
- Retail management
- Marketing and graphic design
- Knowledge of Enterprise Resource Planning (ERP) software
- Professional computer skills, including proficiency with Windows and network systems
- Accurate forecasting
- Advertising solutions

EDUCATION

- **BACHELOR OF ART**
AIN SHAMS UNIVERSITY

COURSES

- ICDL
- Photoshop
- Art Concept
- Digital Photography
- Financial Accounting
- Data Analysis
- Professional Financial Accountant (PFA)

LANGUAGES

- Arabic Native language
- English Good

COMMUNICATION SKILLS

Good team work experience which requires good judgment, analytical, enquiring mind, powers of observation and clear logical thought.

Ability to work under stress whilst maintaining a high degree of interpersonal skills.

JOB-RELATED SKILLS

Good problem solving skills and finding alternative.

Leadership-Skills learned from leading activities at University and Military.