

Abdelrahman Farag Yousef

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Professional Summary

Sales and Customer Service Professional with 8+ years of experience in B2C sales within the perfume, cosmetics, accessories, and training sectors. Skilled in lead conversion, client retention, and exceeding KPIs. Strong communicator with the ability to thrive under pressure and build rapport with diverse customer profiles.

Work Experience

- Customer Service & Sales Representative – Ayed Training Academy – Saudi Market | 2023 – Present
 - Promoted English and professional training courses to Saudi clients.
 - Handled customer inquiries and provided tailored solutions.
 - Achieved monthly sales targets and managed lead follow-ups.
- Sales Specialist – Dahab Perfumes Company | 2020 – 2023
 - Increased monthly perfume sales by 20% through personalized customer consultations.
 - Assembled custom perfume blends tailored to client preferences.
 - Promoted complementary accessories and luxury watches, improving cross-sales.
 - Ensured a 95% customer satisfaction rate through attentive service.
- Sales Representative – Paper Products Company | 2018 – 2020
 - Managed retail client accounts and processed orders.
 - Achieved consistent monthly sales goals.
 - Built and maintained long-term customer relationships.
- Sales Associate – Makeup, Accessories & Perfume – Disney Store | 2009 – 2015
 - Sold cosmetics and perfume products, and handled gift packaging.
 - Delivered exceptional customer service and visual merchandising.
- Car Rental Agent – Bassem Car Rental | 1 Year
 - Managed customer reservations and vehicle inspections.
 - Ensured satisfaction through accurate agreements and service delivery.

Core Skills

Sales & Negotiation, Customer Relationship Building, Problem-Solving, Team Collaboration, Adaptability

Technical Skills

MS Word, Excel, PowerPoint, CRM basics, Social Media Platforms, Internet Research

Languages

Arabic: Native

English: Intermediate to Upper-Intermediate (B2)

Education

Diploma in Commerce

Mansoura Commercial Institute – Egypt | 2014 – 2015

Certifications

Basics of Financial Accounting – Local Institute