

Esmail Amr Esmail

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Personal Information

- Address: Helwan, Egypt
- Date of Birth: February 11, 1999
- Marital Status: Engaged
- Military Status: Temporary Exemption

Professional Summary

Results-driven professional with extensive experience in sales, data entry, customer service, and technical support. Skilled in driving sales growth, managing customer relationships, and ensuring accurate data management. Proficient in resolving client issues, optimizing team performance, and delivering high-quality service. Currently excelling as a Sales and Data Entry Specialist at Polygon Technologies, leveraging strong business management expertise.

Professional Experience

Sales and Data Entry Specialist – Polygon Technologies

January 2025 – Present

- Drive sales by engaging clients, promoting products, and negotiating deals to meet revenue targets.
- Perform accurate data entry, maintaining and updating client databases with attention to detail.
- Analyze sales and customer data to identify trends and provide actionable insights to management.
- Collaborate with teams to streamline processes and ensure high-quality customer experiences.

Marketing Representative – Al Sawlatia for Education

March 2023 – December 2024

- Promoted educational products and services, effectively communicating benefits to prospective clients.
- Conducted market research to identify customer needs and tailored solutions to drive sales.
- Delivered product presentations and managed client inquiries to enhance engagement.
- Prepared detailed reports on customer feedback and market trends for management review.

Sales Supervisor – Abo Alaa Active

December 2019 – December 2020

- Led a sales team, assigning tasks and ensuring adherence to brand standards and sales goals.
- Resolved customer complaints efficiently, achieving high satisfaction rates.
- Conducted post-purchase follow-ups to gather feedback and improve customer retention.
- Submitted daily performance reports to management, outlining challenges and solutions.

Sales Associate – LC Waikiki

May 2019 – November 2019

- Managed sales areas, ensuring products were displayed effectively to attract customers.
- Negotiated with clients to secure optimal pricing and achieve sales targets.
- Collaborated with branch managers to complete purchase orders and ensure seamless transactions.

Technical Support Specialist – Vodafone Agency

January 2018 – April 2019

- Advanced from Call Center Agent to Follow-Up Team, Compliance Team, and Technical Support roles.
- Provided technical assistance, resolving customer issues with precision and efficiency.
- Ensured customer satisfaction through thorough follow-ups and issue resolution.
- Compiled daily reports on resolved cases and team performance for management.

Education

Bachelor of Business Management

Faculty of Commerce, Modern Academy

September 2017 – June 2022

Skills

- Sales: Client relationship management, negotiation, sales strategy, customer acquisition
- Data Entry: Data accuracy, database management, CRM systems, data analysis
- Technical Skills: Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Soft Skills: Communication, teamwork, problem-solving, time management, presentation

Languages

- Arabic: Native
- English: Fluent